Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Human Services	Application Services	Bart Purser	0 / 0	1 / 0	0 / 0	1 / 0
		Bill Felt	1 / 1	0 / 0	0 / 0	1 / 1
		Danielle Hood	0 / 0	3 / 0	0 / 0	3 / 0
		Dustin Crump	0 / 0	18 / 1	0 / 0	18 / 1
		Martin Gonzalez	0 / 0	3 / 3	1 / 1	4 / 4
		Terry Forsgren	0 / 0	5 / 0	0 / 0	5 / 0
		Tony Larsen	0 / 0	4 / 0	0 / 0	4 / 0
		Assigned to Individual Total	1 / 1	34 / 4	1 / 1	36 / 6
	Application Support	Justin Rasmussen	0 / 0	7 / 1	0 / 0	7 / 1
		Assigned to Individual Total	0 / 0	7 / 1	0 / 0	7 / 1
	Application Support - Content Manager	Randall Ottesen	0 / 0	1 / 0	0 / 0	1 / 0

Enterprise Incident Report July 2012

As of 8/1/2012

Human Services

			High	Low	Medium	FCR Total
Human Services	Application Support - Content Manager	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EREP Systems	Brett Palmer	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - USIIS	JC Alexander	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Jordy Davis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Danny Black	0 0	1 0	0 0	1 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Database Services	I-Ching Lin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Austin Farey	0 0	1 0	0 0	1 0
		Ken Wheeler	0 0	2 1	0 0	2 1
		Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	0 0	12 12	0 0	12 12
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	13 13	0 0	13 13
		James Stearns	0 0	26 26	0 0	26 26
		Julie VanBeekum	0 0	37 37	0 0	37 37
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	38 35	0 0	38 35
		Assigned to Individual Total	0 0	130 123	0 0	130 123

Human Services

			High	Low	Medium	FCR Total
Human Services	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro A Desktop Support	Mike Beynon	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Help Desk	Ed Conrad	0 0	3 2	0 0	3 2
		Edward Fortner	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Metro B Desktop Support	Annice Valdez	0 0	22 0	0 0	22 0
		Anthony Booyse	0 0	17 3	0 0	17 3
		Austin Farey	0 0	3 0	0 0	3 0
		Bill Crowther	0 0	10 1	0 0	10 1
		Cindy Reed	0 0	4 0	0 0	4 0
		Jay Locker	0 0	47 6	0 0	47 6
		Mike Wilde	0 0	12 1	0 0	12 1

Human Services

			High	Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0	16 2	0 0	16 2
		Sami Casey	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	10 2	0 0	10 2
		Stephanie Young	0 0	20 0	0 0	20 0
		Tyler Pearce	0 0	10 1	0 0	10 1
		Assigned to Individual Total	0 0	173 16	0 0	173 16
	Metro B Help Desk	Gary Graham	0 0	201 158	0 0	201 158
		Janet Hongsyvilay	0 0	357 228	1 0	358 228
		Val Shepherd	0 0	180 120	0 0	180 120
		Assigned to Individual Total	0 0	738 506	1 0	739 506
	Metro B Hosting	James Gramse	0 0	2 1	0 0	2 1
		Justin Rasmussen	0 0	3 0	0 0	3 0
		Paul Seager	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	14 1	0 0	14 1

Human Services

			High	Low	Medium	FCR Total
Human Services	Metro C Desktop Support	Chad D Fowers	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	3 0	0 0	3 0
		Troy Buchanan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro C Help Desk	Reed Stohel	0 0	55 54	0 0	55 54
		Ross Owen	0 0	42 42	0 0	42 42
		Assigned to Individual Total	0 0	97 96	0 0	97 96
	Metro D Help Desk	Doug Brown	0 0	3 3	0 0	3 3
		John Robinson	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	5 5	0 0	5 5
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Cory Greenwell	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Human Services

			High	Low	Medium	FCR Total
Human Services	Operations Production Control	Cal Brinton	0 0	3 1	0 0	3 1
		Christie Burnham	0 0	18 17	0 0	18 17
		Duane Hardy	0 0	12 8	0 0	12 8
		Assigned to Individual Total	0 0	33 26	0 0	33 26
	ORS Adobe Support	Justin Rasmussen	0 0	1 1	0 0	1 1
		Ken Matheson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	ORS Case Imaging	Dan Barrett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	5 0	0 0	5 0
		Les Roberts	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	0 0	6 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	8 5	0 0	8 5

Human Services

			High	Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0	6 0	1 0	7 0
		Jessica Purcell	0 0	8 8	0 0	8 8
		John Donaldson	1 1	15 3	0 0	16 4
		Paul Petersen	0 0	44 17	0 0	44 17
		Richard Packer	0 0	4 0	0 0	4 0
		Robert Case	5 0	76 12	1 0	82 12
		Rod Montoya	0 0	1 1	0 0	1 1
		Ron LeBaron	0 0	15 7	0 0	15 7
		Todd Hardy	0 0	1 1	0 0	1 1
		Troy Morris	0 0	9 3	0 0	9 3
		Assigned to Individual Total	6 1	188 57	2 0	196 58
	Rural North Desktop Support	Dane Smith	0 0	11 0	0 0	11 0
		Kelly Warren	0 0	3 2	0 0	3 2
		Kim Ratushniak	0 0	8 8	0 0	8 8

Human Services

			High	Low	Medium	FCR Total
Human Services	Rural North Desktop Support	Lori Hartzell	0 0	21 4	0 0	21 4
		Neil Smedley	0 0	3 0	0 0	3 0
		Ruston McKay	0 0	44 44	0 0	44 44
		Ryan Casey	0 0	14 3	0 0	14 3
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	105 61	0 0	105 61
	Rural South Desktop Support	Cole Gifford	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	1 1	0 0	1 1
		Doug Thornton	0 0	4 2	0 0	4 2
		Lance Nay	0 0	5 3	0 0	5 3
		Lane Adams	0 0	6 0	0 0	6 0
		Ryan Bennett	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	23 6	0 0	23 6

Human Services

			High	Low	Medium	FCR Total
Human Services	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Technical Application Help Desk	Lori Newren	0 0	5 5	0 0	5 5
		Melinda Indo	0 0	5 5	0 0	5 5
		Michelle Meyer	0 0	1 0	0 0	1 0
		Victoria Brush	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	12 10	0 0	12 10
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	USIIS Outreach	Lisa Young	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Engineering	Dave Vasenda	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1

Human Services

			High	Low	Medium	FCR Total
Human Services	Voice Operations	Gail Christiansen	0 0	10 0	2 0	12 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	24 10	2 0	26 10
		Assigned to Individual Total	0 0	38 10	4 0	42 10
	Voice/Data/WAN Services	Art Scott	0 0	5 0	0 0	5 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Assigned Group Total		7 2	1,656 929	9 1	1,672 932
Customer Company Total			7 2	1,656 929	9 1	1,672 932

Enterprise Incident Report July 2012

As of 8/1/2012

Human Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Human Services	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Bill Felt	1 0	0 0	0 0	1 0
		Danielle Hood	0 0	3 1	0 0	3 1
		Dustin Crump	0 0	18 1	0 0	18 1
		Martin Gonzalez	0 0	3 0	1 0	4 0
		Terry Forsgren	0 0	5 0	0 0	5 0
		Tony Larsen	0 0	4 3	0 0	4 3
		Assigned to Individual Total	1 0	34 5	1 0	36 5
	Application Support	Justin Rasmussen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support - Content Manager	Randall Ottesen	0 0	1 0	0 0	1 0

Enterprise Incident Report July 2012
As of 8/1/2012

Human Services

			High	Low	Medium	MIR Total
Human Services	Application Support - Content Manager	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EREP Systems	Brett Palmer	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - USIIS	JC Alexander	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Campus Networking	Charmaine Malan	0 0	1 1	0 0	1 1
		Jordy Davis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Danny Black	0 0	1 0	0 0	1 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Database Services	I-Ching Lin	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Enterprise Security	Austin Farey	0 0	1 0	0 0	1 0
		Ken Wheeler	0 0	2 1	0 0	2 1
		Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	0 0	12 0	0 0	12 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	13 0	0 0	13 0
		James Stearns	0 0	26 0	0 0	26 0
		Julie VanBeekum	0 0	37 0	0 0	37 0
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	38 1	0 0	38 1
		Assigned to Individual Total	0 0	130 1	0 0	130 1

Enterprise Incident Report July 2012

As of 8/1/2012

Human Services

			High	Low	Medium	MIR Total
Human Services	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro A Desktop Support	Mike Beynon	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro B Desktop Support	Annice Valdez	0 0	22 0	0 0	22 0
		Anthony Booyse	0 0	17 0	0 0	17 0
		Austin Farey	0 0	3 0	0 0	3 0
		Bill Crowther	0 0	10 0	0 0	10 0
		Cindy Reed	0 0	4 0	0 0	4 0
		Jay Locker	0 0	47 1	0 0	47 1
		Mike Wilde	0 0	12 1	0 0	12 1

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0	16 2	0 0	16 2
		Sami Casey	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	10 0	0 0	10 0
		Stephanie Young	0 0	20 1	0 0	20 1
		Tyler Pearce	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	173 5	0 0	173 5
	Metro B Help Desk	Gary Graham	0 0	201 3	0 0	201 3
		Janet Hongsyvilay	0 0	357 5	1 0	358 5
		Val Shepherd	0 0	180 1	0 0	180 1
		Assigned to Individual Total	0 0	738 9	1 0	739 9
	Metro B Hosting	James Gramse	0 0	2 0	0 0	2 0
		Justin Rasmussen	0 0	3 0	0 0	3 0
		Paul Seager	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Metro C Desktop Support	Chad D Fowers	0 0	1 0	0 0	1 0
		Ken Knobel	0 0	3 0	0 0	3 0
		Troy Buchanan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro C Help Desk	Reed Stohel	0 0	55 0	0 0	55 0
		Ross Owen	0 0	42 0	0 0	42 0
		Assigned to Individual Total	0 0	97 0	0 0	97 0
	Metro D Help Desk	Doug Brown	0 0	3 0	0 0	3 0
		John Robinson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Cory Greenwell	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Operations Production Control	Cal Brinton	0 0	3 0	0 0	3 0
		Christie Burnham	0 0	18 0	0 0	18 0
		Duane Hardy	0 0	12 1	0 0	12 1
		Assigned to Individual Total	0 0	33 1	0 0	33 1
	ORS Adobe Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Ken Matheson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	ORS Case Imaging	Dan Barrett	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	ORS Content Manager	Dan Barrett	0 0	5 4	0 0	5 4
		Les Roberts	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 4	0 0	6 4
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	8 1	0 0	8 1

Human Services

			High	Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0	6 0	1 1	7 1
		Jessica Purcell	0 0	8 0	0 0	8 0
		John Donaldson	1 0	15 5	0 0	16 5
		Paul Petersen	0 0	44 3	0 0	44 3
		Richard Packer	0 0	4 0	0 0	4 0
		Robert Case	5 1	76 19	1 1	82 21
		Rod Montoya	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	15 2	0 0	15 2
		Todd Hardy	0 0	1 0	0 0	1 0
		Troy Morris	0 0	9 1	0 0	9 1
		Assigned to Individual Total	6 1	188 31	2 2	196 34
	Rural North Desktop Support	Dane Smith	0 0	11 0	0 0	11 0
		Kelly Warren	0 0	3 0	0 0	3 0
		Kim Ratushniak	0 0	8 0	0 0	8 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Rural North Desktop Support	Lori Hartzell	0 0	21 3	0 0	21 3
		Neil Smedley	0 0	3 0	0 0	3 0
		Ruston McKay	0 0	44 0	0 0	44 0
		Ryan Casey	0 0	14 0	0 0	14 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	105 3	0 0	105 3
	Rural South Desktop Support	Cole Gifford	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Lance Nay	0 0	5 0	0 0	5 0
		Lane Adams	0 0	6 0	0 0	6 0
		Ryan Bennett	0 0	2 1	0 0	2 1
		Scott Jesienouski	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	23 1	0 0	23 1

Human Services

			High	Low	Medium	MIR Total
Human Services	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Technical Application Help Desk	Lori Newren	0 0	5 0	0 0	5 0
		Melinda Indo	0 0	5 0	0 0	5 0
		Michelle Meyer	0 0	1 0	0 0	1 0
		Victoria Brush	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	USIIS Outreach	Lisa Young	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Engineering	Dave Vasenda	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MIR Total
Human Services	Voice Operations	Gail Christiansen	0 0	10 0	2 0	12 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	24 0	2 0	26 0
		Assigned to Individual Total	0 0	38 0	4 0	42 0
	Voice/Data/WAN Services	Art Scott	0 0	5 0	0 0	5 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	10 1	0 0	10 1
	Assigned Group Total		7 1	1,656 70	9 2	1,672 73
Customer Company Total			7 1	1,656 70	9 2	1,672 73

Enterprise Incident Report July 2012

As of 8/1/2012

Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Human Services	Application Services	Bart Purser	0 0.00	1 0.00	0 0.00	1 0.00
		Bill Felt	1 0.40	0 0.00	0 0.00	1 0.40
		Danielle Hood	0 0.00	3 1.13	0 0.00	3 1.13
		Dustin Crump	0 0.00	18 0.36	0 0.00	18 0.36
		Martin Gonzalez	0 0.00	3 0.11	1 0.00	4 0.09
		Terry Forsgren	0 0.00	5 0.25	0 0.00	5 0.25
		Tony Larsen	0 0.00	4 1.06	0 0.00	4 1.06
		Assigned to Individual Total	1 0.40	34 0.46	1 0.00	36 0.45
	Application Support	Justin Rasmussen	0 0.00	7 0.06	0 0.00	7 0.06
		Assigned to Individual Total	0 0.00	7 0.06	0 0.00	7 0.06
	Application Support - Content Manager	Randall Ottesen	0 0.00	1 0.00	0 0.00	1 0.00

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Application Support - Content Manager	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - EFIND	Anhkim Le	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	1 0.13	0 0.00	1 0.13
	Application Support - EREP Systems	Brett Palmer	0 0.00	1 8.14	0 0.00	1 8.14
		Assigned to Individual Total	0 0.00	1 8.14	0 0.00	1 8.14
	Application Support - USIIS	JC Alexander	0 0.00	3 236.69	0 0.00	3 236.69
		Assigned to Individual Total	0 0.00	3 236.69	0 0.00	3 236.69
	Campus Networking	Charmaine Malan	0 0.00	1 3.44	0 0.00	1 3.44
		Jordy Davis	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 1.72	0 0.00	2 1.72
	Capitol Hosting	Curtis Parker	0 0.00	1 0.21	0 0.00	1 0.21
		Danny Black	0 0.00	1 0.00	0 0.00	1 0.00
		Kyle Burkhardt	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.07	0 0.00	3 0.07

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Database Services	I-Ching Lin	0 0.00	1 4.58	0 0.00	1 4.58
		Assigned to Individual Total	0 0.00	1 4.58	0 0.00	1 4.58
	Enterprise Security	Austin Farey	0 0.00	1 0.08	0 0.00	1 0.08
		Ken Wheeler	0 0.00	2 9.00	0 0.00	2 9.00
		Sharon Smith	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 4.52	0 0.00	4 4.52
	Help Desk	Brenda Treadway	0 0.00	12 0.00	0 0.00	12 0.00
		Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	13 0.04	0 0.00	13 0.04
		James Stearns	0 0.00	26 0.04	0 0.00	26 0.04
		Julie VanBeekum	0 0.00	37 0.03	0 0.00	37 0.03
		Sarah Johnson	0 0.00	3 0.15	0 0.00	3 0.15
		Vicky Marrelli	0 0.00	38 0.08	0 0.00	38 0.08
		Assigned to Individual Total	0 0.00	130 0.05	0 0.00	130 0.05

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Metro A Desktop Support	Mike Beynon	0 0.00	4 0.40	0 0.00	4 0.40
		Assigned to Individual Total	0 0.00	4 0.40	0 0.00	4 0.40
	Metro A Help Desk	Ed Conrad	0 0.00	3 0.00	0 0.00	3 0.00
		Edward Fortner	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro B Desktop Support	Annice Valdez	0 0.00	22 0.13	0 0.00	22 0.13
		Anthony Booyse	0 0.00	17 0.35	0 0.00	17 0.35
		Austin Farey	0 0.00	3 0.09	0 0.00	3 0.09
		Bill Crowther	0 0.00	10 0.16	0 0.00	10 0.16
		Cindy Reed	0 0.00	4 0.09	0 0.00	4 0.09
		Jay Locker	0 0.00	47 0.22	0 0.00	47 0.22
		Mike Wilde	0 0.00	12 0.35	0 0.00	12 0.35

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0.00	16 2.67	0 0.00	16 2.67
		Sami Casey	0 0.00	2 0.11	0 0.00	2 0.11
		Sean Chadbourne	0 0.00	10 0.06	0 0.00	10 0.06
		Stephanie Young	0 0.00	20 0.36	0 0.00	20 0.36
		Tyler Pearce	0 0.00	10 0.24	0 0.00	10 0.24
		Assigned to Individual Total	0 0.00	173 0.45	0 0.00	173 0.45
	Metro B Help Desk	Gary Graham	0 0.00	201 2.32	0 0.00	201 2.32
		Janet Hongsyvilay	0 0.00	357 0.10	1 0.00	358 0.10
		Val Shepherd	0 0.00	180 0.08	0 0.00	180 0.08
		Assigned to Individual Total	0 0.00	738 0.70	1 0.00	739 0.70
	Metro B Hosting	James Gramse	0 0.00	2 0.51	0 0.00	2 0.51
		Justin Rasmussen	0 0.00	3 0.00	0 0.00	3 0.00
		Paul Seager	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	14 0.07	0 0.00	14 0.07

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Metro C Desktop Support	Chad D Fowers	0 0.00	1 0.75	0 0.00	1 0.75
		Ken Knobel	0 0.00	3 0.30	0 0.00	3 0.30
		Troy Buchanan	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	5 0.35	0 0.00	5 0.35
	Metro C Help Desk	Reed Stohel	0 0.00	55 0.01	0 0.00	55 0.01
		Ross Owen	0 0.00	42 0.00	0 0.00	42 0.00
		Assigned to Individual Total	0 0.00	97 0.01	0 0.00	97 0.01
	Metro D Help Desk	Doug Brown	0 0.00	3 0.00	0 0.00	3 0.00
		John Robinson	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.68	0 0.00	1 0.68
		Cory Greenwell	0 0.00	1 0.00	0 0.00	1 0.00
		Jeff Reed	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.23	0 0.00	3 0.23

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Operations Production Control	Cal Brinton	0 0.00	3 0.25	0 0.00	3 0.25
		Christie Burnham	0 0.00	18 0.02	0 0.00	18 0.02
		Duane Hardy	0 0.00	12 0.20	0 0.00	12 0.20
		Assigned to Individual Total	0 0.00	33 0.11	0 0.00	33 0.11
	ORS Adobe Support	Justin Rasmussen	0 0.00	1 0.00	0 0.00	1 0.00
		Ken Matheson	0 0.00	1 0.77	0 0.00	1 0.77
		Assigned to Individual Total	0 0.00	2 0.38	0 0.00	2 0.38
	ORS Case Imaging	Dan Barrett	0 0.00	1 1.57	0 0.00	1 1.57
		Assigned to Individual Total	0 0.00	1 1.57	0 0.00	1 1.57
	ORS Content Manager	Dan Barrett	0 0.00	5 1.12	0 0.00	5 1.12
		Les Roberts	0 0.00	1 0.71	0 0.00	1 0.71
		Assigned to Individual Total	0 0.00	6 1.05	0 0.00	6 1.05
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.01	0 0.00	1 0.01
		Jay Barfuss	0 0.00	8 0.46	0 0.00	8 0.46

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Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0.00	6 0.05	1 2.45	7 0.39
		Jessica Purcell	0 0.00	8 0.01	0 0.00	8 0.01
		John Donaldson	1 0.00	15 0.65	0 0.00	16 0.61
		Paul Petersen	0 0.00	44 0.15	0 0.00	44 0.15
		Richard Packer	0 0.00	4 0.00	0 0.00	4 0.00
		Robert Case	5 12.86	76 0.96	1 5.49	82 1.74
		Rod Montoya	0 0.00	1 0.00	0 0.00	1 0.00
		Ron LeBaron	0 0.00	15 0.27	0 0.00	15 0.27
		Todd Hardy	0 0.00	1 0.00	0 0.00	1 0.00
		Troy Morris	0 0.00	9 0.36	0 0.00	9 0.36
		Assigned to Individual Total	6 10.72	188 0.54	2 3.97	196 0.88
	Rural North Desktop Support	Dane Smith	0 0.00	11 0.04	0 0.00	11 0.04
		Kelly Warren	0 0.00	3 0.28	0 0.00	3 0.28
		Kim Ratushniak	0 0.00	8 0.11	0 0.00	8 0.11

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Rural North Desktop Support	Lori Hartzell	0 0.00	21 0.40	0 0.00	21 0.40
		Neil Smedley	0 0.00	3 0.35	0 0.00	3 0.35
		Ruston McKay	0 0.00	44 0.00	0 0.00	44 0.00
		Ryan Casey	0 0.00	14 0.17	0 0.00	14 0.17
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	105 0.13	0 0.00	105 0.13
	Rural South Desktop Support	Cole Gifford	0 0.00	1 0.16	0 0.00	1 0.16
		Doug Chaston	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Thornton	0 0.00	4 0.34	0 0.00	4 0.34
		Lance Nay	0 0.00	5 0.10	0 0.00	5 0.10
		Lane Adams	0 0.00	6 0.39	0 0.00	6 0.39
		Ryan Bennett	0 0.00	2 1.22	0 0.00	2 1.22
		Scott Jesienouski	0 0.00	4 0.36	0 0.00	4 0.36
		Assigned to Individual Total	0 0.00	23 0.36	0 0.00	23 0.36

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Strategic Communications	Dennis Rogers	0 0.00	2 0.51	0 0.00	2 0.51
		Luis Larios	0 0.00	3 0.46	0 0.00	3 0.46
		Assigned to Individual Total	0 0.00	5 0.48	0 0.00	5 0.48
	Technical Application Help Desk	Lori Newren	0 0.00	5 0.00	0 0.00	5 0.00
		Melinda Indo	0 0.00	5 0.00	0 0.00	5 0.00
		Michelle Meyer	0 0.00	1 0.17	0 0.00	1 0.17
		Victoria Brush	0 0.00	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	12 0.04	0 0.00	12 0.04
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.55	0 0.00	1 0.55
		Assigned to Individual Total	0 0.00	1 0.55	0 0.00	1 0.55
	USIIS Outreach	Lisa Young	0 0.00	1 2.44	0 0.00	1 2.44
		Assigned to Individual Total	0 0.00	1 2.44	0 0.00	1 2.44
	Voice Engineering	Dave Vasenda	0 0.00	1 0.29	0 0.00	1 0.29
		Assigned to Individual Total	0 0.00	1 0.29	0 0.00	1 0.29

Human Services

			High	Low	Medium	ATTIR Total
Human Services	Voice Operations	Gail Christiansen	0 0.00	10 0.15	2 0.08	12 0.14
		Julie Sabato	0 0.00	1 0.05	0 0.00	1 0.05
		Kelly Johnson	0 0.00	2 0.39	0 0.00	2 0.39
		Leon Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	24 0.24	2 0.47	26 0.26
		Assigned to Individual Total	0 0.00	38 0.21	4 0.28	42 0.22
	Voice/Data/WAN Services	Art Scott	0 0.00	5 0.25	0 0.00	5 0.25
		Mike Johnson	0 0.00	2 0.35	0 0.00	2 0.35
		Mitch Hood	0 0.00	1 0.14	0 0.00	1 0.14
		T Artis	0 0.00	2 0.73	0 0.00	2 0.73
		Assigned to Individual Total	0 0.00	10 0.35	0 0.00	10 0.35
	Assigned Group Total		7 9.24	1,656 0.92	9 1.00	1,672 0.95
Customer Company Total			7 9.24	1,656 0.92	9 1.00	1,672 0.95

Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents			
			Bottom Number - Missed Resolution			
Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MR Total
Human Services	Application Services	Bart Purser	0 0	1 0	0 0	1 0
		Bill Felt	1 0	0 0	0 0	1 0
		Danielle Hood	0 0	3 0	0 0	3 0
		Dustin Crump	0 0	18 0	0 0	18 0
		Martin Gonzalez	0 0	3 0	1 0	4 0
		Terry Forsgren	0 0	5 0	0 0	5 0
		Tony Larsen	0 0	4 0	0 0	4 0
		Assigned to Individual Total	1 0	34 0	1 0	36 0
	Application Support	Justin Rasmussen	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support - Content Manager	Randall Ottesen	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MR Total
Human Services	Application Support - Content Manager	Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - EREP Systems	Brett Palmer	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - USIIS	JC Alexander	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	3 3	0 0	3 3
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Jordy Davis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Danny Black	0 0	1 0	0 0	1 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Database Services	I-Ching Lin	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Enterprise Security	Austin Farey	0 0	1 0	0 0	1 0
		Ken Wheeler	0 0	2 1	0 0	2 1
		Sharon Smith	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	0 0	12 0	0 0	12 0
		Dawn Wayment	0 0	1 0	0 0	1 0
		Eileen Dubach	0 0	13 0	0 0	13 0
		James Stearns	0 0	26 0	0 0	26 0
		Julie VanBeekum	0 0	37 1	0 0	37 1
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	38 0	0 0	38 0
		Assigned to Individual Total	0 0	130 1	0 0	130 1

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Human Services

			High	Low	Medium	MR Total
Human Services	Mainframe Systems Support	Greg Shoop	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro A Desktop Support	Mike Beynon	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro A Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Edward Fortner	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro B Desktop Support	Annice Valdez	0 0	22 0	0 0	22 0
		Anthony Booyse	0 0	17 2	0 0	17 2
		Austin Farey	0 0	3 0	0 0	3 0
		Bill Crowther	0 0	10 0	0 0	10 0
		Cindy Reed	0 0	4 0	0 0	4 0
		Jay Locker	0 0	47 2	0 0	47 2
		Mike Wilde	0 0	12 1	0 0	12 1

Human Services

			High	Low	Medium	MR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0	16 2	0 0	16 2
		Sami Casey	0 0	2 0	0 0	2 0
		Sean Chadbourne	0 0	10 0	0 0	10 0
		Stephanie Young	0 0	20 0	0 0	20 0
		Tyler Pearce	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	173 7	0 0	173 7
	Metro B Help Desk	Gary Graham	0 0	201 4	0 0	201 4
		Janet Hongsyvilay	0 0	357 1	1 0	358 1
		Val Shepherd	0 0	180 0	0 0	180 0
		Assigned to Individual Total	0 0	738 5	1 0	739 5
	Metro B Hosting	James Gramse	0 0	2 0	0 0	2 0
		Justin Rasmussen	0 0	3 0	0 0	3 0
		Paul Seager	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0

Human Services

			High	Low	Medium	MR Total
Human Services	Metro C Desktop Support	Chad D Fowers	0 0	1 1	0 0	1 1
		Ken Knobel	0 0	3 0	0 0	3 0
		Troy Buchanan	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Metro C Help Desk	Reed Stohel	0 0	55 0	0 0	55 0
		Ross Owen	0 0	42 0	0 0	42 0
		Assigned to Individual Total	0 0	97 0	0 0	97 0
	Metro D Help Desk	Doug Brown	0 0	3 0	0 0	3 0
		John Robinson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Network Operations	Brian Chatwin	0 0	1 1	0 0	1 1
		Cory Greenwell	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 2	0 0	3 2

Human Services

			High	Low	Medium	MR Total
Human Services	Operations Production Control	Cal Brinton	0 0	3 0	0 0	3 0
		Christie Burnham	0 0	18 0	0 0	18 0
		Duane Hardy	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	33 0	0 0	33 0
	ORS Adobe Support	Justin Rasmussen	0 0	1 0	0 0	1 0
		Ken Matheson	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	ORS Case Imaging	Dan Barrett	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	ORS Content Manager	Dan Barrett	0 0	5 1	0 0	5 1
		Les Roberts	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	8 0	0 0	8 0

Human Services

			High	Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0	6 0	1 0	7 0
		Jessica Purcell	0 0	8 0	0 0	8 0
		John Donaldson	1 0	15 0	0 0	16 0
		Paul Petersen	0 0	44 4	0 0	44 4
		Richard Packer	0 0	4 1	0 0	4 1
		Robert Case	5 3	76 11	1 1	82 15
		Rod Montoya	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	15 1	0 0	15 1
		Todd Hardy	0 0	1 0	0 0	1 0
		Troy Morris	0 0	9 0	0 0	9 0
		Assigned to Individual Total	6 3	188 17	2 1	196 21
	Rural North Desktop Support	Dane Smith	0 0	11 0	0 0	11 0
		Kelly Warren	0 0	3 0	0 0	3 0
		Kim Ratushniak	0 0	8 0	0 0	8 0

Human Services

			High	Low	Medium	MR Total
Human Services	Rural North Desktop Support	Lori Hartzell	0 0	21 1	0 0	21 1
		Neil Smedley	0 0	3 0	0 0	3 0
		Ruston McKay	0 0	44 0	0 0	44 0
		Ryan Casey	0 0	14 1	0 0	14 1
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	105 2	0 0	105 2
	Rural South Desktop Support	Cole Gifford	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	1 0	0 0	1 0
		Doug Thornton	0 0	4 0	0 0	4 0
		Lance Nay	0 0	5 0	0 0	5 0
		Lane Adams	0 0	6 0	0 0	6 0
		Ryan Bennett	0 0	2 0	0 0	2 0
		Scott Jesienouski	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0

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Human Services

			High	Low	Medium	MR Total
Human Services	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Luis Larios	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	5 3	0 0	5 3
	Technical Application Help Desk	Lori Newren	0 0	5 0	0 0	5 0
		Melinda Indo	0 0	5 0	0 0	5 0
		Michelle Meyer	0 0	1 0	0 0	1 0
		Victoria Brush	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	12 0	0 0	12 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	USIIS Outreach	Lisa Young	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Engineering	Dave Vasenda	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Human Services

			High	Low	Medium	MR Total
Human Services	Voice Operations	Gail Christiansen	0 0	10 0	2 1	12 1
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	24 0	2 0	26 0
		Assigned to Individual Total	0 0	38 0	4 1	42 1
	Voice/Data/WAN Services	Art Scott	0 0	5 0	0 0	5 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Mitch Hood	0 0	1 0	0 0	1 0
		T Artis	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	10 1	0 0	10 1
	Assigned Group Total		7 3	1,656 46	9 2	1,672 51
Customer Company Total			7 3	1,656 46	9 2	1,672 51

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Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Human Services	Application Services	Bart Purser	0 0.00	1 3.60	0 0.00	1 3.60
		Bill Felt	1 0.40	0 0.00	0 0.00	1 0.40
		Danielle Hood	0 0.00	3 2.28	0 0.00	3 2.28
		Dustin Crump	0 0.00	18 1.13	0 0.00	18 1.13
		Martin Gonzalez	0 0.00	3 0.31	1 0.13	4 0.26
		Terry Forsgren	0 0.00	5 1.65	0 0.00	5 1.65
		Tony Larsen	0 0.00	4 1.06	0 0.00	4 1.06
		Assigned to Individual Total	1 0.40	34 1.30	1 0.13	36 1.24
	Application Support	Justin Rasmussen	0 0.00	7 0.49	0 0.00	7 0.49
		Assigned to Individual Total	0 0.00	7 0.49	0 0.00	7 0.49
	Application Support - Content Manager	Randall Ottesen	0 0.00	1 0.52	0 0.00	1 0.52

Human Services

			High	Low	Medium	ATTR Total
Human Services	Application Support - Content Manager	Assigned to Individual Total	0 0.00	1 0.52	0 0.00	1 0.52
	Application Support - EFIND	Anhkim Le	0 0.00	1 0.13	0 0.00	1 0.13
		Assigned to Individual Total	0 0.00	1 0.13	0 0.00	1 0.13
	Application Support - EREP Systems	Brett Palmer	0 0.00	1 564.47	0 0.00	1 564.47
		Assigned to Individual Total	0 0.00	1 564.47	0 0.00	1 564.47
	Application Support - USIIS	JC Alexander	0 0.00	3 275.39	0 0.00	3 275.39
		Assigned to Individual Total	0 0.00	3 275.39	0 0.00	3 275.39
	Campus Networking	Charmaine Malan	0 0.00	1 4.03	0 0.00	1 4.03
		Jordy Davis	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 2.02	0 0.00	2 2.02
	Capitol Hosting	Curtis Parker	0 0.00	1 1.57	0 0.00	1 1.57
		Danny Black	0 0.00	1 0.00	0 0.00	1 0.00
		Kyle Burkhardt	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	3 0.78	0 0.00	3 0.78

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Database Services	I-Ching Lin	0 0.00	1 4.58	0 0.00	1 4.58
		Assigned to Individual Total	0 0.00	1 4.58	0 0.00	1 4.58
	Enterprise Security	Austin Farey	0 0.00	1 1.03	0 0.00	1 1.03
		Ken Wheeler	0 0.00	2 9.00	0 0.00	2 9.00
		Sharon Smith	0 0.00	1 5.50	0 0.00	1 5.50
		Assigned to Individual Total	0 0.00	4 6.13	0 0.00	4 6.13
	Help Desk	Brenda Treadway	0 0.00	12 0.00	0 0.00	12 0.00
		Dawn Wayment	0 0.00	1 0.00	0 0.00	1 0.00
		Eileen Dubach	0 0.00	13 0.04	0 0.00	13 0.04
		James Stearns	0 0.00	25 0.04	0 0.00	25 0.04
		Julie VanBeekum	0 0.00	37 2.11	0 0.00	37 2.11
		Sarah Johnson	0 0.00	3 1.79	0 0.00	3 1.79
		Vicky Marrelli	0 0.00	38 0.37	0 0.00	38 0.37
		Assigned to Individual Total	0 0.00	129 0.77	0 0.00	129 0.77

Human Services

			High	Low	Medium	ATTR Total
Human Services	Mainframe Systems Support	Greg Shoop	0 0.00	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	1 0.00
	Metro A Desktop Support	Mike Beynon	0 0.00	4 0.42	0 0.00	4 0.42
		Assigned to Individual Total	0 0.00	4 0.42	0 0.00	4 0.42
	Metro A Help Desk	Ed Conrad	0 0.00	3 0.45	0 0.00	3 0.45
		Edward Fortner	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	4 0.39	0 0.00	4 0.39
	Metro B Desktop Support	Annice Valdez	0 0.00	22 0.61	0 0.00	22 0.61
		Anthony Booyse	0 0.00	17 1.99	0 0.00	17 1.99
		Austin Farey	0 0.00	3 1.07	0 0.00	3 1.07
		Bill Crowther	0 0.00	10 0.64	0 0.00	10 0.64
		Cindy Reed	0 0.00	4 1.97	0 0.00	4 1.97
		Jay Locker	0 0.00	47 1.02	0 0.00	47 1.02
		Mike Wilde	0 0.00	12 1.76	0 0.00	12 1.76

Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Peter Musser	0 0.00	16 3.64	0 0.00	16 3.64
		Sami Casey	0 0.00	2 2.32	0 0.00	2 2.32
		Sean Chadbourne	0 0.00	10 1.28	0 0.00	10 1.28
		Stephanie Young	0 0.00	20 1.43	0 0.00	20 1.43
		Tyler Pearce	0 0.00	10 0.49	0 0.00	10 0.49
		Assigned to Individual Total	0 0.00	173 1.41	0 0.00	173 1.41
	Metro B Help Desk	Gary Graham	0 0.00	201 2.65	0 0.00	201 2.65
		Janet Hongsyvilay	0 0.00	357 0.24	1 0.00	358 0.24
		Val Shepherd	0 0.00	180 0.21	0 0.00	180 0.21
		Assigned to Individual Total	0 0.00	738 0.88	1 0.00	739 0.88
	Metro B Hosting	James Gramse	0 0.00	2 0.65	0 0.00	2 0.65
		Justin Rasmussen	0 0.00	3 0.00	0 0.00	3 0.00
		Paul Seager	0 0.00	9 0.00	0 0.00	9 0.00
		Assigned to Individual Total	0 0.00	14 0.09	0 0.00	14 0.09

Human Services

			High	Low	Medium	ATTR Total
Human Services	Metro C Desktop Support	Chad D Fowers	0 0.00	1 9.07	0 0.00	1 9.07
		Ken Knobel	0 0.00	3 1.72	0 0.00	3 1.72
		Troy Buchanan	0 0.00	1 0.58	0 0.00	1 0.58
		Assigned to Individual Total	0 0.00	5 2.96	0 0.00	5 2.96
	Metro C Help Desk	Reed Stohel	0 0.00	55 0.01	0 0.00	55 0.01
		Ross Owen	0 0.00	42 0.16	0 0.00	42 0.16
		Assigned to Individual Total	0 0.00	97 0.08	0 0.00	97 0.08
	Metro D Help Desk	Doug Brown	0 0.00	3 0.00	0 0.00	3 0.00
		John Robinson	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00
	Network Operations	Brian Chatwin	0 0.00	1 6.92	0 0.00	1 6.92
		Cory Greenwell	0 0.00	1 0.00	0 0.00	1 0.00
		Jeff Reed	0 0.00	1 11.25	0 0.00	1 11.25
		Assigned to Individual Total	0 0.00	3 6.06	0 0.00	3 6.06

Human Services

			High	Low	Medium	ATTR Total
Human Services	Operations Production Control	Cal Brinton	0 0.00	3 1.12	0 0.00	3 1.12
		Christie Burnham	0 0.00	18 0.03	0 0.00	18 0.03
		Duane Hardy	0 0.00	12 0.35	0 0.00	12 0.35
		Assigned to Individual Total	0 0.00	33 0.25	0 0.00	33 0.25
	ORS Adobe Support	Justin Rasmussen	0 0.00	1 2.92	0 0.00	1 2.92
		Ken Matheson	0 0.00	1 35.76	0 0.00	1 35.76
		Assigned to Individual Total	0 0.00	2 19.34	0 0.00	2 19.34
	ORS Case Imaging	Dan Barrett	0 0.00	1 1.57	0 0.00	1 1.57
		Assigned to Individual Total	0 0.00	1 1.57	0 0.00	1 1.57
	ORS Content Manager	Dan Barrett	0 0.00	5 2.40	0 0.00	5 2.40
		Les Roberts	0 0.00	1 0.71	0 0.00	1 0.71
		Assigned to Individual Total	0 0.00	6 2.12	0 0.00	6 2.12
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 3.23	0 0.00	1 3.23
		Jay Barfuss	0 0.00	8 0.54	0 0.00	8 0.54

Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Jeremy Standifird	0 0.00	6 1.13	1 2.46	7 1.32
		Jessica Purcell	0 0.00	8 0.01	0 0.00	8 0.01
		John Donaldson	1 0.00	15 1.06	0 0.00	16 0.99
		Paul Petersen	0 0.00	44 1.93	0 0.00	44 1.93
		Richard Packer	0 0.00	4 2.20	0 0.00	4 2.20
		Robert Case	5 17.07	76 2.57	1 5.49	82 3.49
		Rod Montoya	0 0.00	1 0.09	0 0.00	1 0.09
		Ron LeBaron	0 0.00	15 1.39	0 0.00	15 1.39
		Todd Hardy	0 0.00	1 0.22	0 0.00	1 0.22
		Troy Morris	0 0.00	9 0.85	0 0.00	9 0.85
		Assigned to Individual Total	6 14.23	188 1.87	2 3.97	196 2.29
	Rural North Desktop Support	Dane Smith	0 0.00	11 0.14	0 0.00	11 0.14
		Kelly Warren	0 0.00	3 0.41	0 0.00	3 0.41
		Kim Ratushniak	0 0.00	8 0.11	0 0.00	8 0.11

Human Services

			High	Low	Medium	ATTR Total
Human Services	Rural North Desktop Support	Lori Hartzell	0 0.00	21 1.20	0 0.00	21 1.20
		Neil Smedley	0 0.00	3 0.35	0 0.00	3 0.35
		Ruston McKay	0 0.00	44 0.10	0 0.00	44 0.10
		Ryan Casey	0 0.00	14 1.07	0 0.00	14 1.07
		Wayne Higgs	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	105 0.44	0 0.00	105 0.44
	Rural South Desktop Support	Cole Gifford	0 0.00	1 0.60	0 0.00	1 0.60
		Doug Chaston	0 0.00	1 0.00	0 0.00	1 0.00
		Doug Thornton	0 0.00	4 0.70	0 0.00	4 0.70
		Lance Nay	0 0.00	5 0.66	0 0.00	5 0.66
		Lane Adams	0 0.00	6 0.65	0 0.00	6 0.65
		Ryan Bennett	0 0.00	2 2.52	0 0.00	2 2.52
		Scott Jesienouski	0 0.00	4 0.36	0 0.00	4 0.36
		Assigned to Individual Total	0 0.00	23 0.74	0 0.00	23 0.74

Human Services

			High	Low	Medium	ATTR Total
Human Services	Strategic Communications	Dennis Rogers	0 0.00	2 6.91	0 0.00	2 6.91
		Luis Larios	0 0.00	3 13.02	0 0.00	3 13.02
		Assigned to Individual Total	0 0.00	5 10.58	0 0.00	5 10.58
	Technical Application Help Desk	Lori Newren	0 0.00	5 0.00	0 0.00	5 0.00
		Melinda Indo	0 0.00	5 0.00	0 0.00	5 0.00
		Michelle Meyer	0 0.00	1 0.17	0 0.00	1 0.17
		Victoria Brush	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total	0 0.00	12 0.07	0 0.00	12 0.07
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.99	0 0.00	1 0.99
		Assigned to Individual Total	0 0.00	1 0.99	0 0.00	1 0.99
	USIIS Outreach	Lisa Young	0 0.00	1 2.44	0 0.00	1 2.44
		Assigned to Individual Total	0 0.00	1 2.44	0 0.00	1 2.44
	Voice Engineering	Dave Vasenda	0 0.00	1 5.76	0 0.00	1 5.76
		Assigned to Individual Total	0 0.00	1 5.76	0 0.00	1 5.76

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Human Services

			High	Low	Medium	ATTR Total
Human Services	Voice Operations	Gail Christiansen	0 0.00	10 0.33	2 2.20	12 0.64
		Julie Sabato	0 0.00	1 1.01	0 0.00	1 1.01
		Kelly Johnson	0 0.00	2 0.41	0 0.00	2 0.41
		Leon Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	24 1.01	2 0.58	26 0.98
		Assigned to Individual Total	0 0.00	38 0.77	4 1.39	42 0.83
	Voice/Data/WAN Services	Art Scott	0 0.00	5 0.78	0 0.00	5 0.78
		Mike Johnson	0 0.00	2 1.25	0 0.00	2 1.25
		Mitch Hood	0 0.00	1 1.60	0 0.00	1 1.60
		T Artis	0 0.00	2 4.06	0 0.00	2 4.06
		Assigned to Individual Total	0 0.00	10 1.61	0 0.00	10 1.61
	Assigned Group Total		7 12.25	1,655 1.88	9 1.52	1,671 1.92
Customer Company Total			7 12.25	1,655 1.88	9 1.52	1,671 1.92

Human Services

Detail

INC000000456154	Mike Hebdon	None	None	None		TIR Missed:	Yes	8.14
	Application Support - EREP System	Brett Palmer	Human Services	Low	Closed	TTR Missed:	Yes	564.47
INC000000491867	Louann Hill	Application	None	Utah Statewide Immunization In		TIR Missed:	Yes	11.50
	Application Support - USIIS	JC Alexander	Human Services	Low	Resolved	TTR Missed:	Yes	11.50
INC000000493265	Carol Black	Application	Reporting	WEBKIDS		TIR Missed:	Yes	678.99
	Application Support - USIIS	JC Alexander	Human Services	Low	Resolved	TTR Missed:	Yes	678.99
INC000000501242	Marsha Sherman	Application	Error	Content Manager		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Closed	TTR Missed:	No	0.78
INC000000517161	Cathy Valerio	Gascard	None	Gascard		TIR Missed:	Yes	448.78
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	Yes	448.78
INC000000518281	jill hill	None	None	None		TIR Missed:	Yes	4.58
	Database Services	I-Ching Lin	Human Services	Low	Closed	TTR Missed:	No	4.58
INC000000531888	Leslee Butterfield	Application	None	Novell GroupWise		TIR Missed:	No	0.24
	Application Services	Martin Gonzalez	Human Services	Low	Closed	TTR Missed:	No	0.24
INC000000533103	LynNae T Pena	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed:	No	0.03
INC000000533918	Nagareddy Yelti	Application	None	None		TIR Missed:	No	0.00
	Campus Networking	Jordy Davis	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000534529	Valerie King	Wireless Connectivity	Error	None		TIR Missed:	No	0.02
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	Yes	76.95
INC000000534999	Spencer Hall	None	None	None		TIR Missed:	Yes	3.44
	Campus Networking	Charmaine Malan	Human Services	Low	Closed	TTR Missed:	No	4.03
INC000000535425	Aaron Morgan	Application	Password	Utah Master Directory		TIR Missed:	No	0.10
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.10
INC000000536204	Theresa Richardson	Application	Error	None		TIR Missed:	No	0.14
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed:	No	0.48
INC000000536408	Janeen Viles	None	None	None		TIR Missed:	No	0.52
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	1.99
INC000000536867	Sandra Reyes	PC/Laptop	None	None		TIR Missed:	No	0.52
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed:	No	3.50
INC000000537695	Ryan Turner	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

Incident	User	Category	Type	Item	TIR Missed		TTR Missed	
INC000000538000	Lisa Graham	None	None	Adobe Acrobat	TIR Missed: No			0.77
	ORS Adobe Support	Ken Matheson	Human Services	Low	Closed		TTR Missed: Yes	35.76
INC000000538108	Wendy Simpson	None	None	None	TIR Missed: Yes			1.43
	Application Services	Tony Larsen	Human Services	Low	Closed		TTR Missed: No	1.43
INC000000538502	Steve Gacioch	PC/Laptop	Virus	None	TIR Missed: No			0.20
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed		TTR Missed: No	0.20
INC000000538578	Sarah Espinoza	PC/Laptop	Performance	None	TIR Missed: No			0.21
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed		TTR Missed: No	0.21
INC000000538873	Rachael Lancaster	Application	Error	Utah Cares	TIR Missed: No			0.20
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: Yes	7.28
INC000000538910	Bret Hardy	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	1.43
INC000000540451	Anna Owen	None	None	None	TIR Missed: No			0.08
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed		TTR Missed: No	0.08
INC000000540511	Julie A Ross	None	None	None	TIR Missed: No			0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed		TTR Missed: No	
INC000000540735	Ellen Huggard	Mobile Devices	Error	iPhone	TIR Missed: No			0.09
	Help Desk	Sarah Johnson	Human Services	Low	Closed		TTR Missed: No	0.11
INC000000540738	Jill Hipwell	None	None	None	TIR Missed: No			0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed		TTR Missed: No	
INC000000540741	Charmaine Bertrand	None	None	None	TIR Missed: No			0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed		TTR Missed: No	
INC000000540755	Lory Pond	EIS Hardware	None	None	TIR Missed: No			0.33
	Strategic Communications	Luis Larios	Human Services	Low	Closed		TTR Missed: Yes	29.24
INC000000540814	Kara Roberts	Application	Error	None	TIR Missed: No			0.23
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed		TTR Missed: No	0.23
INC000000540859	Desiree Steadman	None	None	None	TIR Missed: No			0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed		TTR Missed: No	
INC000000541055	John Macfarlane	None	None	None	TIR Missed: Yes			1.26
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed: No	2.43
INC000000541070	HollyJane Dixon	Application	None	SAFE	TIR Missed: Yes			2.02
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed		TTR Missed: No	2.21
INC000000541078	Tamie Hamblin	None	None	None	TIR Missed: No			0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	

Human Services

INC000000541147	Robert Gordon	Application	None	None		TIR Missed: No	0.23
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: Yes	6.30
INC000000541162	Sara Harris	None	None	Droid		TIR Missed: No	0.20
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	0.38
INC000000541231	Sharla Bayles	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: Yes	6.10
INC000000541492	Jane E Dahl	None	None	IPCC Express		TIR Missed: No	0.55
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	1.18
INC000000541521	Serena Hubert	Application	Error	None		TIR Missed: Yes	1.91
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	1.92
INC000000541525	Elizabeth Adair	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.08
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	3.26
INC000000541542	Anita Rutledge	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	1.68
INC000000541601	Gayle Nath	Telecom	Call Management	Telephone		TIR Missed: No	0.15
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	0.15
INC000000541763	Renee Van Tussenbrook	Application	Error	SAFE		TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Human Services		Low	Resolved	TTR Missed: No	2.44
INC000000541788	Mark Osenbach	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541819	Martin Beltran	PC/Laptop	Password	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541823	Justina Flesher	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541824	Julie Mortensen	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541847	Don Noseworthy	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541852	Julienne Rhees	Application	Reporting	Microsoft Office		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541863	Eva A Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541865	Angie Chavez	PC/Laptop	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.56

Human Services

Incident	Name	Type	Category	Item		Status	TIR/TTR Missed	Value
INC000000541870	Justina Flesher	Application	None	Unified Social Services Delivery			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541871	Debra Dopp	Mainframe	Error	None			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541885	Joni Lance	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	1.60
INC000000541901	Kristy Bate	Network	Error	None			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.04
INC000000541909	Nicki Bidlack	Application	None	Citrix ICA Client			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.02
INC000000541914	Bonnie Keough	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541931	Bruce Taylor	PC/Laptop	Hardware	None			TIR Missed: Yes	1.15
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	1.15
INC000000541940	Lory Pond	None	None	BlueZone			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	
INC000000541946	Judy Sanders	Telecom	Hardware	Telephone			TIR Missed: No	0.35
	Voice/Data/WAN Services	Mike Johnson	Human Services		Low	Closed	TTR Missed: No	1.36
INC000000541951	Dayna Martinsen	Application	None	PGP			TIR Missed: No	0.34
	Rural Central Desktop Support	Troy Morris	Human Services		Low	Closed	TTR Missed: No	0.34
INC000000541964	Robert Spencer	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541968	David Green	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000541994	Colleen Berrett	Mainframe	Password	BlueZone			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.49
INC000000542001	Cathy Davis	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.10
INC000000542005	Jonathan Houser	Server	None	None			TIR Missed: Yes	36.44
	Metro B Desktop Support	Peter Musser	Human Services		Low	Resolved	TTR Missed: Yes	41.18
INC000000542052	Kathy Wilcox	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542055	Michael Thorpe	Print/Copy/Scan/Fax	None	None			TIR Missed: No	0.59
	Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.69

Human Services

INC000000542062	Janice Weinman	Application	Error	Internet Explorer	TIR Missed:	No	0.00
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.14

INC000000542089	Joseph Gonzalez	Application	None	None	TIR Missed:	No	0.60
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.97

INC000000542090	Trudy Decantu	Network	Performance	None	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000542099	Cathy Davis	None	None	Microsoft Word	TIR Missed:	No	0.23
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Closed	TTR Missed: No	0.23

INC000000542104	Heidi Jones	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.02

INC000000542117	Scott Jacobson	None	None	None	TIR Missed:	No	0.00
Application Support	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No	0.21

INC000000542118	Scott Jacobson	None	None	None	TIR Missed:	No	0.00
Application Support	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No	0.20

INC000000542127	Kyung-Ran Koh	Network	Performance	None	TIR Missed:	No	0.70
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.70

INC000000542129	Susan Eddy	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000542130	Ericka Turner	None	None	None	TIR Missed:	No	0.03
Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No	0.03

INC000000542139	Dirk Murdock	Application	Reporting	Cisco AnyConnect VPN Client	TIR Missed:	No	0.12
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.53

INC000000542150	Rex Mecham	PC/Laptop	None	None	TIR Missed:	No	0.03
Rural North Desktop Support	Ryan Casey	Human Services		Low	Closed	TTR Missed: No	0.25

INC000000542152	Steve Hillabrant	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.61
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.64

INC000000542163	Scheila Beekhuizen	Application	Password	eFIND/eSHARE	TIR Missed:	No	0.00
Technical Application Help Desk	Melinda Indo	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000542168	David A Jones	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000542172	Shelly Park	Application	Password	eFIND/eSHARE	TIR Missed:	No	0.00
Technical Application Help Desk	Melinda Indo	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000542175	Paula K Douglass	Application	Password	eFIND/eSHARE	TIR Missed:	No	0.00
Technical Application Help Desk	Melinda Indo	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000542180	John Wilson	PC/Laptop	None	None			TIR Missed:	No	0.10
	Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed:	No	0.50
INC000000542181	Adrian Villasenor	Network	Error	None			TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	0.05
INC000000542183	Susan Eddy	Application	Password	DB2 Query Management Facility			TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000542191	Claire Mantonya	PC/Laptop	Error	None			TIR Missed:	No	0.29
	Metro B Desktop Support	Anthony Booyse	Human Services		Low	Closed	TTR Missed:	Yes	7.98
INC000000542218	Jay Sorensen	Telecom	Dial Tone	Telephone			TIR Missed:	No	0.54
	Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed:	No	1.36
INC000000542225	Cindy Draper	Network	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed:	No	2.99
INC000000542228	Mary Ann Peterson	None	None	None			TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed:	No	2.95
INC000000542235	Karen C Andersen	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000542249	Robert Wimmer	Mobile Devices	Error	Novell GroupWise PDA Connec			TIR Missed:	Yes	2.14
	Application Services	Danielle Hood	Human Services		Low	Closed	TTR Missed:	No	3.45
INC000000542265	Marilee Greenland	None	None	None			TIR Missed:	No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed:	No	0.84
INC000000542279	Lisa Hood	Telecom	Voice Mail	Telephone			TIR Missed:	No	0.30
	Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed:	No	0.84
INC000000542281	Komasquin lopez	None	None	PGP			TIR Missed:	No	0.09
	Metro B Desktop Support	Peter Musser	Human Services		Low	Closed	TTR Missed:	No	0.14
INC000000542282	Szudia Baggs	Application	Password	PGP			TIR Missed:	No	0.58
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed:	No	1.43
INC000000542283	Mavis Stevenson	Mainframe	Password	BlueZone			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000542284	Heidi Trujillo	Mainframe	Password	BlueZone			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000542286	Lisa Packard	Print/Copy/Scan/Fax	Queue	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed:	No	0.00
INC000000542296	Janet Froelich	Application	Error	Novell Messenger			TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed:	No	0.35

Human Services

INC000000542297	Debra Briggs	Application	None	Internet Explorer	TIR Missed:	Yes	2.76
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	2.76
INC000000542302	Danette L Larsen	Network	Performance	None	TIR Missed:	No	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.27
INC000000542303	Christopher Chord	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	Yes	1.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.30
INC000000542309	Brandi Olds	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542316	Roberta Gillette	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542319	Grant Tolley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542321	Marcia Herman	Telecom	None	Telephone	TIR Missed:	No	0.11
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000542327	Dennis Manley	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542336	Sue Small	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542340	Jessie Whitnack	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	
INC000000542365	Marcia Herman	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.09
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000542373	Anna Owen	Network	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000542375	Anna Owen	Network	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000542381	Julene Jones	PC/Laptop	Hardware	None	TIR Missed:	No	0.66
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.11
INC000000542387	Stephanie Rentmeister	Network	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000542390	Jacki Johansen	Mainframe	Error	None	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000542400	Roberta Gillette	Mainframe	Error	None	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02

Human Services

INC000000542401	Eliana Downing	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542402	Cathy Davis	Application	None	ZENworks for Desktops		TIR Missed: No	0.24
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000542403	Cathy Davis	Application	None	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000542429	Chuck Berglund	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542432	Jeffrey Blanc	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000542433	Peggy Major	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542434	Greg Daniels	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.45
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	1.55
INC000000542437	Janis Widdison	Network	None	None		TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000542445	Verna Sorenson	Application	Error	Utah Statewide Immunization In		TIR Missed: Yes	19.57
	Application Support - USIIS	JC Alexander	Human Services	Low	Resolved	TTR Missed: Yes	135.68
INC000000542449	Vern Greenhalgh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542450	Jennifer Jones	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542452	Kati Wheatley	None	None	None		TIR Missed: No	0.05
	Voice Operations	Julie Sabato	Human Services	Low	Closed	TTR Missed: No	1.01
INC000000542453	Charlene Wilde	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542457	Heber Tippetts	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542462	Justina Flesher	Network	None	None		TIR Missed: No	0.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000542484	Danette L Larsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000542485	Danette L Larsen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000542499	Danette L Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.87
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.87
INC000000542500	Kristy Barton	None	None	None	TIR Missed:	No	0.00
Technical Application Help Desk	Lori Newren	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542529	Arthur Hobbs	Application	Error	Utah Cares	TIR Missed:	No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542530	Darrin Judd	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542534	John Wilson	Application	None	Novell GroupWise	TIR Missed:	No	0.26
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.26
INC000000542538	Steven Cox	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.17
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.45
INC000000542542	David D Young	PC/Laptop	Performance	None	TIR Missed:	No	0.18
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.40
INC000000542558	A Sue Taylor	None	None	None	TIR Missed:	No	0.30
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.31
INC000000542572	Jay Carter	None	None	None	TIR Missed:	No	0.00
Metro B Hosting	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542573	Gary Howarth	None	None	None	TIR Missed:	No	0.32
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.39
INC000000542574	Scott Jacobson	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542583	Lisa Olson	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Sami Casey	Human Services		Low	Closed	TTR Missed: No	3.94
INC000000542590	Douglas Benson	Application	None	Novell GroupWise	TIR Missed:	No	0.42
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	0.82
INC000000542601	Cynthia Eulberg	Mobile Devices	None	None	TIR Missed:	No	0.41
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	0.75
INC000000542612	Mark Davis	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542615	Judith Uphold	Network	Error	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542617	Janell Pugh	Network	Incident	None	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000542638	Lisa Olson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542639	Aremi Mikstas	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.26
INC000000542643	Kristy Bate	Telecom	None	None		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	0.39
INC000000542653	Lesa Willhard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542654	Tammy Knight	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542655	Jeri Boyle	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542664	Roberta Gillette	None	None	None		TIR Missed: No	0.04
	Operations Production Control	Duane Hardy	Human Services		Low	Closed	TTR Missed: No	0.47
INC000000542667	Greg Daniels	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.13
INC000000542670	Mira Cha	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.30
INC000000542685	shelly Roylance	None	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542691	Kenneth Fambrough	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.33
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	2.69
INC000000542697	Rod Cromar	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542708	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542723	Marian Nielson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542730	Lisa Olson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000542735	Spencer Hall	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.63
	Rural Central Desktop Support	John Donaldson	Human Services		Low	Closed	TTR Missed: No	0.72
INC000000542738	Donovan Bergstrom	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.08

Human Services

| INC000000542739 | Mardee Schoenfeld | Application | None | PGP | TIR Missed: No | 0.00 |
| Help Desk | | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542740 | Roberta Gillette | None | None | None | TIR Missed: No | 0.00 |
| Operations Production Control | | Duane Hardy | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542741 | Rea Bartlett | PC/Laptop | Error | None | TIR Missed: Yes | 1.53 |
| Rural Central Desktop Support | | Ron LeBaron | Human Services | Low | Closed | TTR Missed: No | 1.53 |

| INC000000542743 | Kristina Shock | Network | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.35 |

| INC000000542755 | Justina Flesher | None | None | None | TIR Missed: No | 0.19 |
| Metro B Desktop Support | | Annice Valdez | Human Services | Low | Closed | TTR Missed: No | 0.19 |

| INC000000542791 | Mary Ferrell | Application | Password | Utah Electronic Resource and E | TIR Missed: No | 0.00 |
| Technical Application Help Desk | | Lori Newren | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542793 | Kathy Wilcox | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542797 | Claudette Saunders | Mainframe | Error | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.02 |

| INC000000542818 | Tyler D Black | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.10 |

| INC000000542823 | James Ako | Network | Password | None | TIR Missed: No | 0.00 |
| Help Desk | | Julie VanBeekum | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542841 | Shanna Felt | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.18 |

| INC000000542864 | Shelly Park | None | None | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | | Jay Locker | Human Services | Low | Closed | TTR Missed: No | 0.93 |

| INC000000542865 | Tami Long | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| Metro C Help Desk | | Ross Owen | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000542869 | Marlene Goodrich | Network | Error | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.11 |

| INC000000542896 | Arlene Thomason | None | None | None | TIR Missed: No | 0.90 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.90 |

| INC000000542911 | Bradley Newbold | PC/Laptop | Error | ZENworks for Desktops | TIR Missed: No | 0.97 |
| Metro B Desktop Support | | Anthony Booyse | Human Services | Low | Resolved | TTR Missed: No | 3.10 |

| INC000000542916 | Vicky Hatch Kaufmann | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.75 |
| Metro C Desktop Support | | Chad D Fowers | Human Services | Low | Closed | TTR Missed: Yes | 9.07 |

Human Services

INC000000542931	Andrea Frandsen	PC/Laptop	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	0.19
INC000000542937	Laurie Flores	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.51
INC000000542939	Dan Barrett	None	None	None		TIR Missed:	Yes	1.10
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	1.30
INC000000542977	Marlene Goodrich	Network	Error	None		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.02
INC000000543006	Susan Llewellyn	Application	None	Microsoft Excel		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.23
INC000000543015	Denese Bleak	Telecom	Call/Receive	Telephone		TIR Missed:	No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Medium	Closed	TTR Missed:	No	0.35
INC000000543020	Gerrie Dixon	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000543024	Joshua Jefferson	Application	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.16
INC000000543031	Teresa Gray	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000543039	John Bonnett	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed:	No	0.10
INC000000543040	Jared Stafford	PC/Laptop	Performance	None		TIR Missed:	No	0.30
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed:	No	5.90
INC000000543052	Timothy Smittenaar	PC/Laptop	Performance	None		TIR Missed:	Yes	2.69
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	2.69
INC000000543055	Diane Bradford	Telecom	None	Telephone		TIR Missed:	No	0.32
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed:	No	0.39
INC000000543056	Brian Koralewski	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000543090	Justina Flesher	Application	None	Novell GroupWise		TIR Missed:	No	0.90
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.95
INC000000543094	Stephanie Hovat	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.02
INC000000543104	Justina Flesher	Application	None	Novell GroupWise		TIR Missed:	No	0.59
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.62

Human Services

Incident	Name	Type	Category	System	TIR Missed		Value
INC000000543108	Melissa Herrera	Application	None	SAFE	TIR Missed: No		0.33
Metro B Help Desk		Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.40
INC000000543112	Zeljka Borro	Application	Error	Office of Recovery Services Infc	TIR Missed: No		0.38
Metro B Help Desk		Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.40
INC000000543150	Stephanie Kenney	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.18
INC000000543163	Eliana Downing	Network	None	None	TIR Missed: No		0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.07
INC000000543169	Toshiko Barnes	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.29
Metro B Desktop Support		Peter Musser	Human Services		Low	Closed	TTR Missed: No	0.38
INC000000543171	Pam Lee	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.12
INC000000543177	Jamie Jepsen	Application	None	Citrix ICA Client	TIR Missed: No		0.36
Metro B Help Desk		Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.37
INC000000543188	Jackie Knight	None	None	None	TIR Missed: No		0.13
Application Support - EFIND		Anhkim Le	Human Services		Low	Closed	TTR Missed: No	0.13
INC000000543202	Mary C Blackburn	Network	None	None	TIR Missed: No		0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.06
INC000000543217	Vicky Wallace	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
Metro B Help Desk		Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543229	Kim Noble	Application	None	Utah System for Tracking Eligibi	TIR Missed: No		0.12
Help Desk		Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.12
INC000000543250	Spencer beck	Application	Password	Utah Master Directory	TIR Missed: No		0.00
Metro A Help Desk		Ed Conrad	Human Services		Low	Closed	TTR Missed: No	0.13
INC000000543283	Don Noseworthy	PC/Laptop	Hardware	None	TIR Missed: No		0.00
Rural North Desktop Support		Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543286	Jantz Afuvai	PC/Laptop	Virus	None	TIR Missed: No		0.00
Rural North Desktop Support		Kim Ratushniak	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543288	Douglas Snapp	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Help Desk		Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543290	Lori Orton	None	None	Novell GroupWise	TIR Missed: No		0.00
Metro C Help Desk		Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543298	Douglas Snapp	None	None	None	TIR Missed: No		0.00
Metro B Help Desk		Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item			TIR Missed		Value
INC000000543327	Karl Tucker	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543345	Lucinda Quintana	None	None	None			TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543347	Melissa Putnam	Network	Error	None			TIR Missed: No		0.00
	Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543384	Les Roberts	None	None	None			TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543392	Ronald Brown	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543395	Nicole Christiansen	None	None	RSA SecurID Software Token			TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543405	Debra Dopp	Mainframe	Password	BlueZone			TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543421	Terrie Basinger	Application	Error	PGP			TIR Missed: No		0.60
	Rural North Desktop Support	Ryan Casey	Human Services		Low	Closed	TTR Missed: No		0.60
INC000000543428	Saraemila Alofipo	Application	Password	Utah Master Directory			TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543433	Susan Hendy	None	None	ZENworks for Desktops			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543439	Jason Davidson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543445	Gordon Gunn	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543449	Teresa Flores	Application	None	None			TIR Missed: No		0.03
	Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No		0.09
INC000000543452	Joni Lance	PC/Laptop	Performance	None			TIR Missed: No		0.54
	Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No		0.54
INC000000543455	Jan Short	Application	Error	Internet Explorer			TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543464	Gordon Gunn	Network	None	None			TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No		0.00
INC000000543473	John Zizumbo	None	None	None			TIR Missed: No		0.03
	Rural North Desktop Support	Dane Smith	Human Services		Low	Closed	TTR Missed: No		0.03

Human Services

INC000000543477	Julienne Rhees	PC/Laptop	Performance	None		TIR Missed: No	0.49
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.49

INC000000543488	Sandy Baxter	Telecom	None	Telephone		TIR Missed: No	0.19
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.03

INC000000543491	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.75

INC000000543497	Charlene Nelson	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: Yes	6.11

INC000000543503	Kathryn Tokle-Anderson	Network	None	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000543512	Trudy Decantu	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000543515	Pam Boydston	PC/Laptop	Performance	None		TIR Missed: No	0.09
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.29

INC000000543531	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000543538	Marilee Greenland	None	None	None		TIR Missed: No	0.74
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.96

INC000000543545	Rod Cromar	None	None	PGP		TIR Missed: Yes	1.48
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.48

INC000000543552	Alexandra Urban	Application	Reporting	None		TIR Missed: No	0.38
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.94

INC000000543562	Joseph Gonzalez	None	None	None		TIR Missed: No	0.14
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	2.42

INC000000543563	Alexandra Urban	Network	None	None		TIR Missed: No	0.28
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.48

INC000000543569	Larry Mendez	Network	Error	None		TIR Missed: No	0.01
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.10

INC000000543570	Larry Mendez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000543574	Julie Wright	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000543592	Linda Bassett	PC/Laptop	Performance	None		TIR Missed: No	0.24
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.33

Human Services

| INC000000543595 | Victor Difz | Network | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.20 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.50 |

| INC000000543608 | Raelyn Schenk | None | None | None | TIR Missed: No | 0.03 |
| | Rural North Desktop Support | Dane Smith | Human Services | Low | Closed | TTR Missed: No | 0.03 |

| INC000000543611 | Mary C Blackburn | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543620 | Kent Karren | Network | Password | Novell ConsoleOne | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543623 | Wanda Lundahl | None | None | None | TIR Missed: No | 0.03 |
| | Rural North Desktop Support | Dane Smith | Human Services | Low | Closed | TTR Missed: No | 0.03 |

| INC000000543628 | Kristy Bate | None | None | None | TIR Missed: Yes | 1.17 |
| | Rural Central Desktop Support | John Donaldson | Human Services | Low | Closed | TTR Missed: No | 1.17 |

| INC000000543633 | Douglas Snapp | Application | None | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543641 | Jennifer N Davis | None | None | None | TIR Missed: No | 0.29 |
| | Voice Engineering | Dave Vasenda | Human Services | Low | Closed | TTR Missed: No | 5.76 |

| INC000000543654 | Judy Hafen | Application | Password | Content Manager | TIR Missed: No | 0.00 |
| | Technical Application Help Desk | Melinda Indo | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543659 | Joan Kesler | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.13 |
| | Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Closed | TTR Missed: No | 1.67 |

| INC000000543663 | Kelli Karpakis | Application | None | Office of Recovery Services Info | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.02 |

| INC000000543688 | Dan Brennan | PC/Laptop | Hardware | None | TIR Missed: No | 0.41 |
| | Metro B Desktop Support | Anthony Booyse | Human Services | Low | Closed | TTR Missed: No | 4.97 |

| INC000000543694 | Ben Ukoh-Eke | Network | None | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.02 |

| INC000000543703 | Richard Cheever | Network | Incident | Novell ConsoleOne | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.02 |

| INC000000543714 | Drew Barton | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.14 |

| INC000000543716 | Carlos Sylvanstoke | None | None | None | TIR Missed: No | 0.10 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.13 |

| INC000000543743 | Janis Giles | Network | Error | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.02 |

Human Services

INC000000543748	Melissa Resendes	Application	Password	Employee Gateway	TIR Missed:	No	0.43
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.63
INC000000543762	Joan Kesler	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.30
Metro B Desktop Support	Stephanie Young	Human Services		Low	Closed	TTR Missed: No	0.30
INC000000543764	Janis Giles	Network	Error	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.02
INC000000543765	Kay Layton	Application	None	Novell Messenger	TIR Missed:	No	0.18
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.18
INC000000543770	Julie Craner	Application	Error	None	TIR Missed:	No	0.69
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.69
INC000000543787	Lulama Soko	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543789	Amanda Vasquez	Application	None	State Payroll Time Entry System	TIR Missed:	No	0.05
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	3.39
INC000000543791	Joan Kesler	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.33
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	0.35
INC000000543793	Szudia Bragg	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543794	Scott Povey	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543798	Cynthia Gardner	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.34
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Closed	TTR Missed: No	0.36
INC000000543800	Carlos Sylvanstoke	Network	Incident	Symantec AntiVirus	TIR Missed:	No	0.01
Rural Central Desktop Support	Gerald Adams	Human Services		Low	Closed	TTR Missed: No	3.23
INC000000543802	Paul T Smith	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543803	Chaille Spencer	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.02
INC000000543807	Nicki Bidlack	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000543822	Jolene Durrant	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	0.94
INC000000543823	Elaine Jimenez	Application	None	Adobe Acrobat	TIR Missed:	No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	0.91

Human Services

INC000000543829	Trisha Haslam	None	None	PGP		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000543836	Heather Wilson	None	None	None		TIR Missed: No	0.75
Metro B Desktop Support		Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000543838	Brandy Terry	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	
INC000000543841	Chris Hoffman	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000543843	Melinda Tippetts	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000543845	Mary Burgener	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.03
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000543847	Ceci Castillo	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000543863	Lynne LeBaron	Telecom	Call/Receive	Telephone		TIR Missed: No	0.28
Voice/Data/WAN Services		Art Scott	Human Services	Low	Closed	TTR Missed: No	1.21
INC000000543869	Linda Moon	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
Technical Application Help Desk		Lori Newren	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000543877	Kerry Soelberg	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.96
INC000000543880	Arlene Thomason	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Human Services	Low	Closed	TTR Missed: No	1.04
INC000000543894	Mike Bilagody	PC/Laptop	None	None		TIR Missed: No	0.15
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000543896	Jacci Yeager	None	None	None		TIR Missed: No	0.02
Rural North Desktop Support		Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000543921	Dorothy Maw	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
Technical Application Help Desk		Lori Newren	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000543933	Nancy Alfaro	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000543942	Derek Walker	Network	None	Novell ConsoleOne		TIR Missed: No	0.59
Metro B Help Desk		Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000543947	Michael Murdock	PC/Laptop	Virus	None		TIR Missed: No	0.00
Rural South Desktop Support		Lance Nay	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000543948	Mike Bilagody	Application	Password	Gmail		TIR Missed:	No	0.42
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed:	No	0.42
INC000000543949	Mary Siebert	PC/Laptop	Virus	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000543961	Cydney Viall	Application	None	State Payroll Time Entry System		TIR Missed:	No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.13
INC000000543966	Nancy Alfaro	None	None	State Payroll Time Entry System		TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	
INC000000544013	Cindy E Poulsen	None	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544015	Kingi Tonga	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544025	Mo Schannon	Network	Incident	None		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544033	Debra Dopp	Mainframe	Error	None		TIR Missed:	No	0.43
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed:	No	0.55
INC000000544036	Debra Dopp	Mainframe	Error	None		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544046	Pauletta Worthen	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.56
INC000000544051	Kristy Walker	Mainframe	Password	BlueZone		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544053	Marian Nielson	Network	Error	None		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.07
INC000000544059	Rosalva Guzman	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544063	Marie Rodriguez	Application	None	None		TIR Missed:	No	0.26
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed:	No	0.28
INC000000544072	Marcy Jensen	Network	Incident	Novell ConsoleOne		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544078	Rod Cromar	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544083	Ruth Hauser	Network	Incident	None		TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000544085	Taylor Stark	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000544108	Ellen Weaver	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544126	Shannon Starley	Application	Error	Novell GroupWise		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.47
INC000000544129	Neal Ashbridge	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544136	Mona Matthews	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544138	Kyle Goudie	Network	Incident	None		TIR Missed: No	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000544149	LynNae T Pena	Application	Password	Novell GroupWise		TIR Missed: No	0.47
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.84
INC000000544163	Kristy Barton	Application	None	BlueZone		TIR Missed: Yes	1.39
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: Yes	6.39
INC000000544164	LynNae T Pena	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.88
INC000000544165	Shirley Cheney	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544173	Gloria Whitesides	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544176	Susan Johnson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544178	Loie Hanson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544179	Bonnie Northrup	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544183	Dixie Quarnberg	Application	Error	Utah Statewide Immunization In		TIR Missed: No	0.46
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	2.09
INC000000544198	Ellen Weaver	Application	Password	Content Manager		TIR Missed: Yes	1.48
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	1.48
INC000000544199	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000544200	Kim Noble	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.59
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed		TTR Missed: No	0.69
INC000000544246	Jasmine Sapong	Application	Password	Utah Master Directory		TIR Missed: Yes	1.52
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	2.60
INC000000544247	Shirley Bleazard	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.14
INC000000544249	Manuel Gonzales	Application	Error	Novell GroupWise		TIR Missed: No	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.42
INC000000544251	Angela Schmith	Application	Error	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.03
INC000000544263	David A Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000544277	Teresa Carr	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000544280	Lori Hughes	Application	Password	Utah Master Directory		TIR Missed: No	0.25
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	1.51
INC000000544287	Susan Mich Allred	Application	Password	Utah Master Directory		TIR Missed: No	0.20
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	1.58
INC000000544298	Reba Nissen	PC/Laptop	Error	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000544300	Sekone Tapu	PC/Laptop	Password	None		TIR Missed: No	0.35
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.48
INC000000544316	Alease Guymon	Telecom	Voice Mail	Telephone		TIR Missed: No	0.16
Voice Operations	Gail Christiansen	Human Services	Medium	Closed		TTR Missed: Yes	4.41
INC000000544318	Diane McCarty	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	0.10
INC000000544319	Dennis Manley	Application	Error	Utah Statewide Immunization In	TIR Missed: Yes	2.44
USIIS Outreach	Lisa Young	Human Services	Low	Closed		TTR Missed: No	2.44
INC000000544351	Jamie Howells	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed		TTR Missed: No	
INC000000544364	Lynn Parkin	PC/Laptop	None	None		TIR Missed: No	0.21
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed		TTR Missed: No	0.21
INC000000544371	Paula K Douglass	Mainframe	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.01

Human Services

INC000000544384	Penny Stewart	PC/Laptop	Hardware	None		TIR Missed: No	0.19
Metro B Desktop Support	Bill Crowther	Human Services		Low	Closed	TTR Missed: No	0.30
INC000000544385	Stephen Arnold	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544386	Priya Noronha Ellwood	Application	None	Novell GroupWise		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000544388	Jolene Durrant	None	None	Microsoft Windows 7		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000544390	Eden Kajiyama	PC/Laptop	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000544393	Kim Richardson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.37
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	0.50
INC000000544395	Paul Jordan	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544404	Cheryl Dubach	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544417	Lonni H. Sanchez	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544457	Rikki White	None	None	None		TIR Missed: No	0.00
Network Operations	Cory Greenwell	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544465	Robert Mclemore	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544478	Travis F Sorenson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544488	Mario Nieto	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544496	Jodi Larsen	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544501	Darrell Romney	None	None	None		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544505	Chris Wride	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544510	Lori Jones	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000544512	Sherrie Pendleton	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544523	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Mainframe Systems Support	Greg Shoop	Human Services	Medium	Closed	TTR Missed: No	0.00
INC000000544526	Susan Johnson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544527	Tami Jones	Application	Password	PGP	TIR Missed: No	0.66
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.74
INC000000544530	Frank P Garcia	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544538	Cristina Duke	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544541	Lisa Jorgensen	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544559	Shenille Stewart	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000544568	Richard Cheever	None	None	Microsoft Windows 7	TIR Missed: No	0.09
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000544575	Brett Johnson	PC/Laptop	None	None	TIR Missed: No	0.65
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	2.29
INC000000544576	Tia Clay	Network	Performance	None	TIR Missed: Yes	1.07
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	1.07
INC000000544578	Bruce S Bishop	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544586	Kerry Hedin	Network	Performance	None	TIR Missed: No	0.58
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.95
INC000000544605	Nancy Alfaro	None	None	Utah Master Directory	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544611	Shannon White	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000544614	David Richardson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544619	Rebel Smith	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04

Human Services

INC000000544620	Paula K Douglass	Application	Password	Novell Messenger	TIR Missed: No	0.64
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	4.90
INC000000544625	Terri Nixon	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000544646	Deborah Sirles	Application	Password	Content Manager	TIR Missed: No	0.00
Technical Application Help Desk	Lori Newren	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544650	Elizabeth Adair	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	2.47
INC000000544669	Tom Sitake	Application	None	Utah Master Directory	TIR Missed: No	0.40
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000544671	Wendy Ludlow	Network	None	None	TIR Missed: No	0.19
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000544682	Karen Grenz	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000544699	Preston Jones	Network	Performance	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544707	Kristy Bate	Telecom	Voice Mail	Telephone	TIR Missed: No	0.30
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.71
INC000000544714	Lisa Hood	Telecom	None	None	TIR Missed: No	0.19
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000544720	Christine Peasley	Network	None	None	TIR Missed: Yes	1.61
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.81
INC000000544722	Heidi Erickson	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000544725	Desree Swank	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544726	Chris Crosgrove	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544730	Sonnie Yudell	Application	None	State Payroll Time Entry System	TIR Missed: No	0.26
Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000544742	Deanne Evans	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000544765	Emily Gremillion	Application	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.10

Human Services

INC000000544776	Peggy Matlin	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.02
INC000000544782	Christy Van Buskirk	PC/Laptop	Error	None		TIR Missed: No	0.23
Metro B Desktop Support	Bill Crowther	Human Services		Low	Closed	TTR Missed: No	0.23
INC000000544787	Lori Jones	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.03
INC000000544789	Angie Chavez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.22
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	2.08
INC000000544792	John Pace	Application	Password	Novell GroupWise		TIR Missed: No	0.04
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.29
INC000000544794	Angie Chavez	PC/Laptop	Hardware	None		TIR Missed: No	0.14
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	5.15
INC000000544808	Deena Ott	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.04
INC000000544812	Trena Adams	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.04
INC000000544816	Sara Bodily	Application	None	Internet Explorer		TIR Missed: No	0.00
Application Services	Bart Purser	Human Services		Low	Closed	TTR Missed: No	3.60
INC000000544827	Trudy Decantu	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Human Services		Low	Closed	TTR Missed: No	0.09
INC000000544828	Danette L Larsen	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544831	Justina Flesher	None	None	None		TIR Missed: No	0.04
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.74
INC000000544833	Sandra Reed	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544850	Carrie Worthen	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.06
INC000000544881	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000544887	Emily Gremillion	None	None	Sybase Open Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: Yes	6.77
INC000000544901	Terri Nixon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000544902	Shannon M Alvey	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544903	Shannon M Alvey	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544909	Marcy Jensen	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544913	Christopher Stock	Network	Error	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.03
INC000000544924	Mary C Blackburn	Network	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.02
INC000000544932	Carol Cook	None	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed:	No	1.72
INC000000544936	Laadan Gharagozloo	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544948	Samuel Borrowman	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544949	Jenell Effinger	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.50
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed:	No	2.30
INC000000544951	Tammie Godfrey	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544959	Kathy Wilcox	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544962	Marnie Maxwell	None	None	Utah Master Directory	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544965	Phillip Jones	PC/Laptop	Performance	None	TIR Missed:	No	0.27
Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed:	No	0.27
INC000000544968	Candice Barber	None	None	None	TIR Missed:	No	0.07
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed:	No	0.07
INC000000544972	Diana Corona	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544978	Diana Corona	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000544990	Brian D Nelson	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.00

Human Services

INC000000545005	Aymee B Condie	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.14
Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Closed	TTR Missed: No	3.24
INC000000545018	Stephanie Martinez	PC/Laptop	None	None	TIR Missed:	No	0.18
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	1.36
INC000000545025	Matthew Lyman	Application	None	PGP	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545027	John Penney	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.05
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Closed	TTR Missed: No	2.02
INC000000545029	Duncan Olsen	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545031	Jill Colvin	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Bill Crowther	Human Services		Low	Closed	TTR Missed: No	1.35
INC000000545035	Laura Roe	None	None	None	TIR Missed:	No	0.34
Rural North Desktop Support	Neil Smedley	Human Services		Low	Closed	TTR Missed: No	0.34
INC000000545038	Sonia Christian	Application	Password	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545042	Karen Anderson	Application	None	SAFE	TIR Missed:	No	0.22
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.24
INC000000545045	Calleen Chivers	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed:	No	0.05
Metro B Desktop Support	Annice Valdez	Human Services		Low	Closed	TTR Missed: No	0.94
INC000000545057	Vickki Carver	Application	None	Microsoft Word	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545068	Lisa Aragon	Mainframe	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.02
INC000000545084	Peggy Grusendorf	PC/Laptop	Hardware	None	TIR Missed:	No	0.01
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	4.52
INC000000545093	Loretta Galvan	Telecom	None	None	TIR Missed:	No	0.32
Voice/Data/WAN Services	Art Scott	Human Services		Low	Closed	TTR Missed: No	0.32
INC000000545105	Calleen Chivers	EIS Hardware	Printer	None	TIR Missed:	No	0.44
Strategic Communications	Dennis Rogers	Human Services		Low	Closed	TTR Missed: No	5.42
INC000000545108	Ted Barratt	Network	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.02
INC000000545140	David M Ward	Application	Password	Novell GroupWise	TIR Missed:	No	0.05
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.15

Human Services

INC000000545143	Stephanie Hovat	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.09
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.27

| INC000000545147 | Spencer Mccoy | Application | None | Utah Master Directory | TIR Missed: No | 0.21 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.24 |

| INC000000545148 | Matthew Christensen | Application | Error | State Payroll Time Entry System | TIR Missed: No | 0.32 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.32 |

| INC000000545153 | Shirlene McCairns | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jay Barfuss | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545156 | Brent Springer | PC/Laptop | Performance | None | TIR Missed: No | 0.03 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: No | 3.44 |

| INC000000545165 | Shannon M Alvey | None | None | PGP | TIR Missed: No | 0.44 |
| Metro B Desktop Support | Anthony Booyse | Human Services | | Low | Closed | TTR Missed: No | 0.80 |

| INC000000545171 | Chris Metcalf | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545175 | Serena Hubert | Application | None | Microsoft Office | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545207 | Sam Schofield | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro D Help Desk | Doug Brown | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545215 | Stormey Goddard | Mobile Devices | None | None | TIR Missed: No | 0.00 |
| Help Desk | Brenda Treadway | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545273 | Kelli Karpakis | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545276 | Gerri Guthrie | Application | None | Microsoft Office Professional 20 | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545289 | Laureen Wilson | None | None | None | TIR Missed: No | 0.00 |
| Network Operations | Jeff Reed | Human Services | | Low | Closed | TTR Missed: Yes | 11.25 |

| INC000000545291 | Nancy Sloper | Network | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545305 | Tina Call | Network | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545311 | Julie Root | Network | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545326 | Sherrie Pendleton | None | None | Novell Client for 32-bit Windows | TIR Missed: No | 0.37 |
| Metro B Desktop Support | Jay Locker | Human Services | | Low | Closed | TTR Missed: No | 0.37 |

Human Services

INC000000545335	Kristy Bate	Telecom	None	Telephone		TIR Missed: No	0.38
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000545339	Mary Beth Lente	None	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	2.50
INC000000545347	Jared Stafford	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.05
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	2.34
INC000000545348	Mary C Blackburn	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.02
INC000000545349	Diane Felt	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000545361	Livingstone Tauvao	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000545363	June Kohles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000545371	Trudy Decantu	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000545375	Debbie L Miller	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	1.21
INC000000545377	Ed Conley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000545378	Corey Doolan	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000545381	Shelly Dewitt	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000545387	Lesa Willhard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000545390	Bart Mason	None	None	McAfee Firewall		TIR Missed: No	0.68
	Network Operations	Brian Chatwin	Human Services	Low	Closed	TTR Missed: Yes	6.92
INC000000545399	Amanda Hornsby	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000545419	Alice Farnsworth	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000545430	Vanessa Amburgey	Application	None	Microsoft Windows 7		TIR Missed: No	0.19
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	5.74

Human Services

INC000000545455	Paula Nelson	Application	Password	BlueZone		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000545464	Lora Flanigan	None	None	None		TIR Missed: No	0.45
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed		TTR Missed: No	1.00
INC000000545471	Delayne Heinhold	Application	Password	eFIND/eSHARE		TIR Missed: No	0.41
Operations Production Control	Cal Brinton	Human Services	Low	Closed		TTR Missed: No	0.41
INC000000545472	Barnel Fail	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.02
INC000000545496	Ruth Johnson	Application	Password	BlueZone		TIR Missed: No	0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.12
INC000000545502	Sharon Swain	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	1.41
INC000000545503	Stephanie Martinez	Application	Reporting	Internet Explorer		TIR Missed: No	0.32
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.37
INC000000545530	Kimberly Cox	PC/Laptop	Error	None		TIR Missed: No	0.09
Rural South Desktop Support	Ryan Bennett	Human Services	Low	Closed		TTR Missed: No	2.69
INC000000545544	Pamela Park	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000545545	Annette Robertson	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Human Services	Low	Closed		TTR Missed: No	0.43
INC000000545550	Sheri Olson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	1.06
INC000000545554	Shelly Park	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
Technical Application Help Desk	Melinda Indo	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000545561	Richard Schade	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000545568	Linda Rickenbach	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000545571	Susan Street	Network	None	None		TIR Missed: No	0.26
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed		TTR Missed: No	0.97
INC000000545585	Jessica Hooper	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.22
INC000000545587	Tahlia Cozzens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00

Human Services

INC000000545613	Toni Mortensen	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.40
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000545621	Janene Parry	Application	None	None	TIR Missed: No	0.33
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	2.71
INC000000545624	Judy Alice Harrington	Application	None	SAFE	TIR Missed: No	0.43
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	1.87
INC000000545651	Lisa Peek	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000545653	Tamie Hamblin	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000545661	Cindy Phillips	Print/Copy/Scan/Fax	None	Microsoft Windows 7	TIR Missed: Yes	3.41
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	3.54
INC000000545668	Beverly Hart	Application	Error	SQLAnywhere	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	3.33
INC000000545692	Elaine Boren-Hess	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000545704	Stacy Miller	Application	None	SAFE	TIR Missed: No	0.34
	Metro C Desktop Support	Ken Knobel	Human Services	Low	Closed	TTR Missed: No	4.60
INC000000545717	Tonya Meade	None	None	Novell GroupWise	TIR Missed: No	0.12
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000545762	Serena Hubert	Application	None	Gmail	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000545767	Scott Roudabush	None	None	Internet Explorer	TIR Missed: Yes	1.20
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.25
INC000000545772	Sherrie Snow	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000545776	Sheri Myers	None	None	None	TIR Missed: No	0.02
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000545784	Chris Wride	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000545790	John Wilson	Application	Error	Utah System for Tracking Eligibi	TIR Missed: No	0.53
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000545792	Ted Gerun	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.03
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	2.55

Human Services

| INC000000545800 | Diane Pedersen | Application | None | Utah Master Directory | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.34 |

| INC000000545807 | Lynda Palacio | PC/Laptop | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Help Desk | James Stearns | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545816 | Carol Voorhees | Application | Error | Adobe Flash | TIR Missed: No | 0.18 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.38 |

| INC000000545818 | Marc Vaughn | None | None | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Lori Hartzell | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545820 | Nan Mendenhall | PC/Laptop | Error | Novell Client for 32-bit Windows | TIR Missed: No | 0.38 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 1.08 |

| INC000000545832 | Jolene Durrant | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Paul Petersen | Human Services | Low | Closed | TTR Missed: No | 1.94 |

| INC000000545866 | Amber Schiffman | Mobile Devices | Error | None | TIR Missed: No | 0.10 |
| Application Services | Dustin Crump | Human Services | Low | Closed | TTR Missed: No | 0.17 |

| INC000000545876 | Arlene Macanas | Application | Password | Citrix ICA Client | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545883 | Patrice Dozier | None | None | State Payroll Time Entry System | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545889 | Kelly Anderson | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545892 | Ronda Jones | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545893 | Loie Hanson | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ruston McKay | Human Services | Low | Closed | TTR Missed: No | 0.00 |

| INC000000545897 | Jody Eby | Telecom | Dial Tone | Telephone | TIR Missed: No | 0.08 |
| Voice Operations | Gail Christiansen | Human Services | Low | Closed | TTR Missed: No | 0.38 |

| INC000000545898 | Jenell Effinger | None | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | Low | Closed | TTR Missed: No | 0.94 |

| INC000000545899 | Laadan Gharagozloo | Application | Error | Echart | TIR Missed: No | 0.25 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Closed | TTR Missed: No | 0.33 |

| INC000000545904 | Clark Fowlke | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Closed | TTR Missed: No | 0.02 |

| INC000000545919 | Coy Stevenson | None | None | PGP | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: Yes | 13.96 |

Human Services

Incident	Name	Category	Type	Item	TIR/TTR Missed		Value
INC000000545933	Laadan Gharagozloo	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545943	Garth Andrus	Application	Password	Citrix ICA Client	TIR Missed:	No	0.54
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.54
INC000000545957	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545960	Dennis Manley	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Help Desk	Brenda Treadway	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545976	Ahmed Samatar	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545977	Xavier Tisdol	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545978	Julie Hansen	None	None	None	TIR Missed:	No	0.00
Metro B Hosting	Justin Rasmussen	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545980	Rachel Price	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000545999	Marilee Greenland	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	1.31
INC000000546019	Maciel Perea	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	2.23
INC000000546021	Marco Merrill	Application	Error	SAFE	TIR Missed:	No	0.17
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.37
INC000000546041	Connie Clawson	Server	Performance	None	TIR Missed:	Yes	1.08
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	1.08
INC000000546043	Stacey Gleed	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000546051	Frank Long	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Application Services	Martin Gonzalez	Human Services		Medium	Closed	TTR Missed: No	0.13
INC000000546052	Marcy Jensen	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Application Services	Martin Gonzalez	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000546053	Marsha Sherman	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.05
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.05
INC000000546062	Tracy Cundick	Network	Error	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.00

Human Services

INC000000546068	Valerie King	Wireless Connectivity	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.10
INC000000546073	Annette Bateman	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000546075	Cheryl Dubach	Application	Error	Novell GroupWise		TIR Missed: No	0.32
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000546077	Shannon M Alvey	Application	None	PGP		TIR Missed: No	0.76
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000546080	Nancy Lee	Application	Error	Novell GroupWise		TIR Missed: No	0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000546084	Susan Riggs	Network	Error	None		TIR Missed: No	0.55
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000546086	Marva Anderson	None	None	Adobe Acrobat		TIR Missed: No	0.03
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.62
INC000000546092	Douglas Call	Application	Reporting	Novell GroupWise		TIR Missed: No	0.36
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.90
INC000000546098	Drew Barton	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000546103	Annette Bateman	PC/Laptop	Performance	None		TIR Missed: No	0.30
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000546104	Heather Fleming	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546110	Paul Jordan	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000546113	Susan Llewellyn	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000546119	Darrin Judd	Network	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546125	Amanda Hemingway	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.12
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000546134	Darrin Judd	Application	Password	PGP		TIR Missed: No	0.49
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000546138	Amanda Hornsby	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000546147	Jamie Luna	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000546165	Amy Meredith	None	None	Microsoft Windows XP Professio	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000546172	Doris Prettyman	Network	None	None	TIR Missed:	No	0.36
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	2.26
INC000000546189	Susan Dalpiaz	Network	Password	None	TIR Missed:	No	0.14
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.29
INC000000546190	Justina Flesher	None	None	None	TIR Missed:	No	0.16
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.20
INC000000546191	Ming Wang	None	None	None	TIR Missed:	No	0.21
Metro B Desktop Support	Sami Casey	Human Services		Low	Closed	TTR Missed: No	0.71
INC000000546196	Nathan Salazar	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000546198	Frank Long	Network	None	None	TIR Missed:	No	0.14
Metro B Desktop Support	Bill Crowther	Human Services		Low	Closed	TTR Missed: No	0.27
INC000000546216	Rhonda Hill	None	None	None	TIR Missed:	No	0.12
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.12
INC000000546217	Cameron Cline	None	None	Novell GroupWise	TIR Missed:	No	0.00
Rural North Desktop Support	Kelly Warren	Human Services		Low	Closed	TTR Missed: No	0.31
INC000000546233	Pat Moore	Network	None	Symantec AntiVirus	TIR Missed:	No	0.45
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: Yes	6.07
INC000000546235	Kristy Walker	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.14
INC000000546253	Stephanie Martinez	Application	Reporting	Visio	TIR Missed:	No	0.11
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	2.27
INC000000546254	Pepper Gale	Application	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.03
INC000000546258	Kathy Ruffus	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Closed	TTR Missed: No	0.00
INC000000546260	Craig L Povey	PC/Laptop	None	None	TIR Missed:	No	0.38
Metro B Desktop Support	Mike Wilde	Human Services		Low	Closed	TTR Missed: No	0.44
INC000000546272	Zeljka Borro	Application	Error	None	TIR Missed:	No	0.22
Metro B Desktop Support	Jay Locker	Human Services		Low	Closed	TTR Missed: No	0.44

Human Services

INC000000546279	Justina Flesher	Network	None	None		TIR Missed: No	0.11
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000546285	Lyndsay A Smith	Application	Error	SAFE		TIR Missed: No	0.15
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000546288	Julie Hansen	None	None	None		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000546290	patricia phillips	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546318	Brad Saunders	Network	Password	None		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546319	Gloria Whitesides	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546322	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546326	Tammy Nuttall	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support		Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546332	scott holston	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546337	Catherine Barnes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.23
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000546344	Brandy Terry	Application	Error	SAFE		TIR Missed: No	0.14
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000546347	Serena Hubert	Application	Error	ZENworks for Desktops	TIR Missed: No	0.09
Rural Central Desktop Support		Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	1.77
INC000000546354	Stephanie Kenney	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000546359	Beverly Johnstone	PC/Laptop	Error	None		TIR Missed: No	0.32
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.32
INC000000546367	Joann Murphy	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000546368	Kari Korous	PC/Laptop	Performance	None		TIR Missed: No	0.62
Rural Central Desktop Support		John Donaldson	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000546370	Peter Osborn	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.46
Metro B Help Desk		Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.47

Human Services

INC000000546372	Deann Mason	Network	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000546379	Craig Walters	Telecom	Voice Mail	Telephone	TIR Missed: No	0.78
Voice Operations	Kelly Johnson	Human Services	Low	Closed	TTR Missed: No	0.82
INC000000546385	Annette Bateman	Application	Error	Content Manager	TIR Missed: No	0.00
Application Support - Content Mana Randall Ottesen		Human Services	Low	Closed	TTR Missed: No	0.52
INC000000546386	Desiree Steadman	Application	Error	Adobe Acrobat	TIR Missed: No	0.36
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000546390	Shauna Thomas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546394	Peter Osborn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000546395	Natalie Holt	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546415	Dixie Yoder	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000546416	Sarah Pomeroy	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000546422	Jennifer Elwood	None	None	None	TIR Missed: No	0.54
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000546427	Polly Colbert	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546428	Taylor Stark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546445	Lisa Bruno	Network	None	None	TIR Missed: No	0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000546451	Jolene Durrant	Network	Incident	None	TIR Missed: No	0.16
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.34
INC000000546471	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000546472	Kim Tuitupou	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.07
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000546486	Rachel Jones	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03

Human Services

INC000000546493	Tammy Ardohain	PC/Laptop	Password	None		TIR Missed: No	0.04
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000546514	Dennis Manley	None	None	None		TIR Missed: No	0.90
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.90
INC000000546520	Kerry Hedin	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546531	Eden Kajiyama	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546534	Eliana Downing	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546538	Pamela Park	PC/Laptop	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000546542	Cassie Beck	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000546548	Desiree Steadman	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546549	Kris Shaw	Application	Error	SAFE		TIR Missed: No	0.26
	Application Services	Terry Forsgren	Human Services	Low	Closed	TTR Missed: No	0.70
INC000000546551	Anna Lameman	Application	Password	Utah Master Directory		TIR Missed: No	0.10
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000546562	Kristy Bate	Application	None	None		TIR Missed: Yes	1.24
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	1.27
INC000000546563	Janis Widdison	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000546580	Darla Caldwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000546601	Michael Cox	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000546606	Kathy Bruner	Wireless Connectivity	None	None		TIR Missed: Yes	1.11
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	7.35
INC000000546609	Elizabeth Purdy	None	None	Internet Explorer		TIR Missed: No	0.23
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000546648	Trisha Reynolds	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000546652	Laurie Flores	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000546683	Paul T Smith	Application	Error	Novell GroupWise		TIR Missed: Yes	1.10
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.10
INC000000546700	David Sharik	PC/Laptop	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	6.26
INC000000546701	Julie Snell	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Human Services	Low	Closed	TTR Missed: Yes	8.38
INC000000546702	Michael Ah You	PC/Laptop	None	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.44
INC000000546703	Jeanne Reeder	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	High	Closed	TTR Missed: Yes	12.98
INC000000546705	Gerardo Cruz	None	None	None		TIR Missed: No	0.47
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.45
INC000000546708	Jaleen Folaumahina	PC/Laptop	Hardware	None		TIR Missed: Yes	5.49
	Rural Central Desktop Support	Robert Case	Human Services	Medium	Closed	TTR Missed: Yes	5.49
INC000000546713	Kimberly Morgan	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: Yes	6.10
INC000000546714	Scott Blackburn	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	8.54
INC000000546718	Paul Gehrke	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.04
INC000000546719	Tami Long	None	None	None		TIR Missed: No	0.00
	Help Desk	Dawn Wayment	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546729	Shirley Branagan	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	6.42
INC000000546738	Brent Perry	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546741	Kristopher Foltz	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.99
INC000000546747	Laura Erickson	Network	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546749	Michael Shomaker	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: Yes	6.40

Human Services

| INC000000546751 | Kathy Ferreira | None | None | None | TIR Missed: Yes | 1.09 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: No | 1.09 |

| INC000000546753 | Marco Merrill | Application | Error | SAFE | TIR Missed: No | 0.32 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: No | 0.53 |

| INC000000546765 | Gaylen Blackhurst | PC/Laptop | Performance | Symantec AntiVirus | TIR Missed: No | 0.54 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: Yes | 6.36 |

| INC000000546770 | Kris Wisdom | PC/Laptop | Error | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: No | 1.07 |

| INC000000546790 | Tanya Lang | Network | Error | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: No | 0.02 |

| INC000000546793 | Pamela brenneman | PC/Laptop | None | None | TIR Missed: No | 0.05 |
| Metro B Desktop Support | Stephanie Young | Human Services | | Low | Closed | TTR Missed: No | 0.49 |

| INC000000546798 | Karma J Belcher | PC/Laptop | None | Symantec AntiVirus | TIR Missed: Yes | 6.08 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: Yes | 6.08 |

| INC000000546811 | Alisi Brunt | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000546816 | Elizabeth Baker | Application | Error | Adobe Reader | TIR Missed: No | 0.44 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Closed | TTR Missed: No | 0.55 |

| INC000000546817 | Marian Nielson | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000546823 | Cristy Davis | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000546838 | Justina Flesher | None | None | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Jay Locker | Human Services | | Low | Closed | TTR Missed: No | 0.03 |

| INC000000546839 | Laura Liddell | Telecom | IP | Telephone | TIR Missed: No | 0.77 |
| Metro B Desktop Support | Stephanie Young | Human Services | | Low | Closed | TTR Missed: No | 3.69 |

| INC000000546841 | Jim Schwartz | PC/Laptop | None | Symantec AntiVirus | TIR Missed: Yes | 5.61 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: No | 5.61 |

| INC000000546842 | Rebecca Mullin | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | | Low | Closed | TTR Missed: No | 0.00 |

| INC000000546846 | Richard Youngberg | None | None | None | TIR Missed: No | 0.07 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Closed | TTR Missed: No | 0.07 |

| INC000000546852 | Trisha Markle | None | None | Adobe Acrobat | TIR Missed: No | 0.22 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Closed | TTR Missed: No | 1.64 |

Human Services

INC000000546858	Riley Nelson	None	None	None		TIR Missed: No	0.04
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000546860	Bethany Votroubek	Network	Error	None		TIR Missed: No	0.10
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000546864	Heidy Tippetts	PC/Laptop	Error	None		TIR Missed: No	0.08
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000546869	Scott Campbell	None	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000546873	Racheal Clements	PC/Laptop	Error	None		TIR Missed: No	0.54
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.77
INC000000546876	Andrea Dinsdale	Network	Error	Novell Client for 32-bit Windows		TIR Missed: Yes	1.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	1.11
INC000000546891	Gunnar Jorgensen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: Yes	6.23
INC000000546896	Nancy Acuna	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546907	Lydia Velasquez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546911	Marlene Zouein Blaizot	PC/Laptop	None	Symantec AntiVirus		TIR Missed: Yes	5.07
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.07
INC000000546916	Patricia Solt	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000546917	Zachary Duvall	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: Yes	1.64
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.02
INC000000546919	Claire Mantonya	PC/Laptop	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000546923	Sasha Thomas	PC/Laptop	None	Symantec AntiVirus		TIR Missed: Yes	4.86
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	4.86
INC000000546926	Robert T Burton	PC/Laptop	None	Symantec AntiVirus		TIR Missed: Yes	3.82
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	3.82
INC000000546930	Justina Flesher	None	None	None		TIR Missed: No	0.51
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.67
INC000000546939	Linda Boyd-Melancon	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: Yes	6.33

Human Services

Incident	Name	Category	Type	Product	TIR Missed	Priority	Status	TTR Missed	Val1	Val2
INC000000546941	James Graham	Network	Error	Symantec AntiVirus	No	High	Closed	Yes	0.09	6.73
	Rural Central Desktop Support	Robert Case	Human Services							
INC000000546948	Lyndy Benoit	PC/Laptop	None	Symantec AntiVirus	Yes	Low	Closed	No	3.65	3.65
	Rural Central Desktop Support	Robert Case	Human Services							
INC000000546953	Scott Abeyta	Print/Copy/Scan/Fax	Error Code	None	No	Low	Closed	No	0.06	0.06
	Metro B Desktop Support	Jay Locker	Human Services							
INC000000546958	Jacklyn Valdez	PC/Laptop	Error	None	No	Low	Closed	No	0.00	0.32
	Metro B Help Desk	Janet Hongsyvilay	Human Services							
INC000000546962	Jorden Czech	Network	Error	Novell Client for 32-bit Windows	No	Low	Closed	No	0.50	0.61
	Metro B Help Desk	Janet Hongsyvilay	Human Services							
INC000000546963	Valerie King	PC/Laptop	None	Symantec AntiVirus	Yes	Low	Closed	Yes	6.31	6.31
	Rural Central Desktop Support	Robert Case	Human Services							
INC000000546973	Susan Eddy	Application	Password	DB2 Query Management Facility	No	Low	Closed	No	0.00	0.00
	Metro C Help Desk	Reed Stohel	Human Services							
INC000000546977	Barry Asay	None	None	Symantec AntiVirus	No	Low	Closed	No	0.00	0.09
	Rural Central Desktop Support	Troy Morris	Human Services							
INC000000546980	Ed Conley	Network	Performance	None	No	Low	Closed	No	0.43	0.93
	Metro B Help Desk	Janet Hongsyvilay	Human Services							
INC000000546989	Brian Jones	Network	None	Symantec AntiVirus	Yes	Low	Closed	Yes	6.03	6.03
	Rural Central Desktop Support	Robert Case	Human Services							
INC000000546996	Marlow Plumb	Mainframe	Password	BlueZone	No	Low	Closed	No	0.00	0.00
	Metro B Help Desk	Gary Graham	Human Services							
INC000000547000	Melinda Thompson	PC/Laptop	None	Symantec AntiVirus	No	Low	Closed	No	0.13	0.15
	Rural Central Desktop Support	Troy Morris	Human Services							
INC000000547001	Shawna Peterson	PC/Laptop	Error	Symantec AntiVirus	No	Low	Closed	Yes	0.00	6.12
	Rural Central Desktop Support	Robert Case	Human Services							
INC000000547005	Jim Murray	Application	Error	Symantec AntiVirus	No	Low	Closed	No	0.00	
	Rural Central Desktop Support	Jay Barfuss	Human Services							
INC000000547008	Mary Burris	PC/Laptop	None	Symantec AntiVirus	No	Low	Closed	No	0.44	4.16
	Rural Central Desktop Support	Robert Case	Human Services							
INC000000547011	Lloyd Lemon	Application	Error	Symantec AntiVirus	No	Low	Closed	No	0.26	0.26
	Rural Central Desktop Support	Jay Barfuss	Human Services							
INC000000547014	Conryd Salvesen	None	None	None	No	Low	Closed	No	0.00	0.13
	Metro B Help Desk	Gary Graham	Human Services							

Human Services

INC000000547040	David Jones	PC/Laptop	None	Symantec AntiVirus	TIR Missed:	Yes	2.75
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	2.75
INC000000547048	David Jones	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	
INC000000547049	Shelly Dewitt	PC/Laptop	None	Symantec AntiVirus	TIR Missed:	No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547052	Jeanmarie Morris	Mobile Devices	Error	iPhone	TIR Missed:	No	0.22
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.49
INC000000547057	Shandi Child	Application	None	Norton AntiVirus	TIR Missed:	No	0.44
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000547066	Karen Miner	PC/Laptop	Error	Symantec AntiVirus	TIR Missed:	No	0.23
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.50
INC000000547069	Eva Clarke	None	None	Novell GroupWise	TIR Missed:	No	0.31
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000547081	Mata Fauatea	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547090	Jordan Reimschussel	PC/Laptop	Error	Symantec AntiVirus	TIR Missed:	No	0.01
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	5.24
INC000000547091	Jeanmarie Morris	Application	Password	Citrix ICA Client	TIR Missed:	No	0.02
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000547093	Annette Bateman	PC/Laptop	Performance	None	TIR Missed:	No	0.23
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000547096	Mata Fauatea	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.53
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000547100	Rita Brooks	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000547101	Becky Wright	Application	None	Norton AntiVirus	TIR Missed:	No	0.48
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.77
INC000000547102	Vickie Jones	None	None	None	TIR Missed:	No	0.22
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000547109	Shelly Park	Application	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000547122	Vanessa Amburgey	Application	None	None	TIR Missed:	No	0.54
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.54

Human Services

Incident	Name	Category	Type	Item			TIR/TTR Missed		Time
INC000000547132	Phillip Jones	None	None	None			TIR Missed: No		0.14
	Metro B Help Desk	Gary Graham	Human Services	Low		Closed	TTR Missed: No		0.24
INC000000547138	Patricia Davis	None	None	IPCC Express			TIR Missed: No		0.17
	Metro B Desktop Support	Jay Locker	Human Services	Low		Closed	TTR Missed: No		0.17
INC000000547142	Elizabeth Baker	None	None	Adobe Reader			TIR Missed: No		0.30
	Metro B Desktop Support	Peter Musser	Human Services	Low		Resolved	TTR Missed: No		0.53
INC000000547143	Steven Parker	Application	None	Citrix ICA Client			TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Human Services	Low		Closed	TTR Missed: No		0.00
INC000000547148	Laura Knight	Application	Password	Novell GroupWise			TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low		Closed	TTR Missed: No		2.73
INC000000547158	Andrea Tuckett	None	None	None			TIR Missed: No		0.90
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No		0.90
INC000000547162	Kristy Barton	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low		Closed	TTR Missed: No		0.50
INC000000547170	Ariel Hatch	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low		Closed	TTR Missed: No		0.40
INC000000547176	Jantz Afuvai	Network	Incident	Novell ConsoleOne			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low		Closed	TTR Missed: No		0.00
INC000000547182	Sarah Wilcox	Application	None	Symantec AntiVirus			TIR Missed: No		0.32
	Rural Central Desktop Support	Robert Case	Human Services	Low		Closed	TTR Missed: No		0.32
INC000000547185	Joe Torres	Application	Password	DB2 Query Management Facility			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low		Closed	TTR Missed: No		0.00
INC000000547190	Jennifer A Morrill	None	None	Symantec AntiVirus			TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services	Low		Closed	TTR Missed: No		0.00
INC000000547203	cody sorensen	Application	Password	Citrix ICA Client			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low		Closed	TTR Missed: No		0.00
INC000000547210	Nancy Gould	Network	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low		Closed	TTR Missed: No		0.87
INC000000547221	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low		Closed	TTR Missed: No		0.00
INC000000547255	Jared Stafford	Application	None	SAFE			TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low		Resolved	TTR Missed: No		0.08
INC000000547262	Bernie Pacheco	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low		Closed	TTR Missed: No		1.88

Human Services

INC000000547264	Stephanie Higbee	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.09
INC000000547278	Kym Wilson	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.08
INC000000547287	Justina Flesher	Application	None	None		TIR Missed: No	0.14
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.20
INC000000547343	Lee Castillo	Network	Performance	None		TIR Missed: No	0.56
Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed		TTR Missed: No	0.56
INC000000547347	Janis Widdison	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.11
INC000000547348	Judith Jensen	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	0.48
INC000000547351	john noder	None	None	None		TIR Missed: Yes	3.72
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved		TTR Missed: No	3.73
INC000000547364	andrew ritter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000547367	Drew Barton	None	None	Sybase Open Client		TIR Missed: No	0.31
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed		TTR Missed: No	1.19
INC000000547383	Jorden Czech	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	0.32
INC000000547387	Dan Chatterton	Application	None	PGP		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000547410	Shauna Thomas	Application	Error	None		TIR Missed: No	0.62
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed		TTR Missed: No	0.62
INC000000547435	Cathy Valerio	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000547456	Cara Durfee	Network	Error	None		TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed		TTR Missed: No	0.15
INC000000547461	Laadan Gharagozloo	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000547477	Jordan Reimschussel	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Human Services	Low	Closed		TTR Missed: No	0.29
INC000000547481	Greg Hughes	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.00

Human Services

INC000000547483	Jenny Snelson	PC/Laptop	None	Symantec AntiVirus	TIR Missed: No	0.00
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547490	Brian Jones	None	None	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547534	Sharon R Harris	PC/Laptop	Password	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547541	Eva Clarke	Application	None	Internet Explorer	TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.78
INC000000547545	Shayna Kingon	None	None	None	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547546	Donna Russell	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547575	Phillip Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547590	Coby Drake	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.44
INC000000547601	Peggy Matlin	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547609	Justina Flesher	Network	None	None	TIR Missed: No	0.25
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000547619	Lucinda Quintana	Network	Performance	None	TIR Missed: No	0.24
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000547626	Karen Kerr	Application	None	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000547651	Carmen Negron	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000547676	Carol Black	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.76
INC000000547680	Justina Flesher	Application	None	None	TIR Missed: No	0.26
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000547687	Justina Flesher	Application	None	None	TIR Missed: No	0.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.31
INC000000547698	Lashawn Doster	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

Incident	Name	Type	Category	Item			Value
INC000000547701	Christy Jackson	None	None	Symantec AntiVirus	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	5.94
INC000000547702	Lisa Wilcock	None	None	None	TIR Missed: No		0.09
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000547720	Betty Anderson	None	None	None	TIR Missed: No		0.65
	Metro B Hosting	James Gramse	Human Services	Low	Closed	TTR Missed: No	0.94
INC000000547723	Bart Mason	None	None	None	TIR Missed: No		0.00
	Application Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000547728	Karla Campbell	Application	Error	Novell GroupWise	TIR Missed: No		0.16
	Rural South Desktop Support	Cole Gifford	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000547739	Leslee Butterfield	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547742	Justina Flesher	Application	None	None	TIR Missed: No		0.04
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000547746	Melinda Tippetts	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547751	Judy Alice Harrington	Application	Error	SAFE	TIR Missed: No		0.03
	Rural South Desktop Support	Lance Nay	Human Services	Low	Closed	TTR Missed: No	1.23
INC000000547775	Marcus Litchfield	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.18
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	4.17
INC000000547778	John Macfarlane	Application	None	Microsoft Excel	TIR Missed: No		0.32
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	4.25
INC000000547794	Lori Savage	Application	None	Citrix ICA Client	TIR Missed: No		0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000547806	Ed Whiting	Telecom	None	None	TIR Missed: No		0.19
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	2.04
INC000000547814	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000547827	Zeljka Borro	Application	Error	Office of Recovery Services Info	TIR Missed: No		0.14
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000547840	Sione Moala	PC/Laptop	None	None	TIR Missed: No		0.47
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.47
INC000000547844	Zlatko Porobic	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000547851	Richard Rawle	PC/Laptop	Error	None			TIR Missed: No	0.15
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.16
INC000000547881	Arlene Thomason	Application	Error	Citrix ICA Client			TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000547886	Justina Flesher	Application	None	None			TIR Missed: No	0.45
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.62
INC000000547896	Justina Flesher	Application	None	None			TIR Missed: No	0.27
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.34
INC000000547898	John H Thompson	Application	Error	Office of Recovery Services Info			TIR Missed: No	0.74
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed		TTR Missed: No	1.28
INC000000547899	Kati Wheatley	None	None	None			TIR Missed: No	0.11
	Voice/Data/WAN Services	T Artis	Human Services	Low	Closed		TTR Missed: No	0.11
INC000000547902	Darrin Judd	Network	Password	None			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000547915	Frank Bedolla	Network	Error	None			TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.03
INC000000547920	Wendy Robles	Network	Performance	None			TIR Missed: Yes	1.12
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed		TTR Missed: No	1.18
INC000000547922	Christina Boddy	Application	Password	Utah Criminal Justice Informatio			TIR Missed: No	0.61
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.61
INC000000547924	james Athey	None	None	None			TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed		TTR Missed: No	1.21
INC000000547934	Noela Karza	Print/Copy/Scan/Fax	None	None			TIR Missed: Yes	63.09
	Rural Central Desktop Support	Robert Case	Human Services	High	Closed		TTR Missed: Yes	63.09
INC000000547938	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548001	Micah Bulloch	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548007	Kiersten Bushman	Application	Error	Citrix ICA Client			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548057	Anne Christensen	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548058	james Athey	None	None	None			TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00

Human Services

INC000000548079	Alycia Martin	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548109	Aaron Michael	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548121	Chris Wilkins	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548131	Brianna Jones	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548139	Alisa Alonzo	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548149	Nancy Nixon	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548150	Kym Wilson	None	None	Novell GroupWise		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548151	Frank Garcia	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548164	Christopher Scott	PC/Laptop	Error	None		TIR Missed: No	0.25
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed: No	0.25
INC000000548167	Anita Phillips	Mainframe	Password	BlueZone		TIR Missed: No	0.07
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.30
INC000000548173	Amanda Marin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.17
Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed		TTR Missed: No	3.15
INC000000548177	Rebecca Meredith	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548178	Amanda Marin	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed		TTR Missed: No	0.64
INC000000548195	Julie Blanchard	None	None	None		TIR Missed: No	0.05
Rural North Desktop Support	Dane Smith	Human Services	Low	Closed		TTR Missed: No	0.05
INC000000548202	Edith Martinez	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000548210	Arlene Thomason	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.77
INC000000548218	Jim A Miller	Network	None	None		TIR Missed: No	0.04
Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed		TTR Missed: No	0.13

Human Services

INC000000548231	Judy Sanders	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548232	Stacy Gibson	None	None	Citrix ICA Client		TIR Missed: Yes	1.69
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.69
INC000000548233	Jeri Boyle	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548247	Annie Baum	Application	Password	SAFE		TIR Missed: Yes	2.45
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Medium	Resolved	TTR Missed: No	2.46
INC000000548254	Mark Davis	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.84
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	0.92
INC000000548256	Thad Lloyd	PC/Laptop	Error	None		TIR Missed: No	0.62
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.91
INC000000548267	Lori Styve	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.61
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.61
INC000000548274	Catherine Worthington	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000548282	Kevin Fernley	PC/Laptop	Error	None		TIR Missed: No	0.13
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000548300	Justina Flesher	None	None	None		TIR Missed: No	0.32
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000548302	Ben Ashcraft	PC/Laptop	Password	None		TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000548326	Amy Meredith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548330	Justina Flesher	None	None	None		TIR Missed: No	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000548342	Andrea Frandsen	PC/Laptop	Error	None		TIR Missed: No	0.42
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: Yes	9.62
INC000000548355	Ella Lopez	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548360	Joan Charter	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548367	Manuel Romero	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000548377	Judy M Halford	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548379	Donna Jordan	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000548381	Jackie Southwick	Mobile Devices	None	None		TIR Missed: Yes	3.25
Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	3.51
INC000000548386	Jennifer Elwood	PC/Laptop	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000548387	Catherine Worthington	None	None	None		TIR Missed: No	0.00
ORS Adobe Support	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	2.92
INC000000548392	Kristy Quintana	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548394	Robert Wimmer	None	None	PGP		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000548397	Nancy Perez	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000548403	Nancy Nixon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548405	Anne DeArmon	None	None	None		TIR Missed: No	0.14
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000548408	Linda Boyd-Melancon	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	1.25
INC000000548410	Rebecca Mullan	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548431	Joni Lance	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000548438	Kathie Lilenquist	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548447	Susan Eddy	Application	Error	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000548470	Doreen Morgan	Application	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000548477	Martha Iacovetto	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03

Human Services

INC000000548489	stan allan	None	None	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548499	Kathie Lilenquist	Application	None	eFIND/eSHARE	TIR Missed: No	0.17
Technical Application Help Desk	Michelle Meyer	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000548504	Barry Howard	PC/Laptop	Performance	None	TIR Missed: No	0.93
Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.93
INC000000548506	Cai White	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548508	Kori Richins	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000548509	Brenda Shaw	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548523	Kati Wheatley	None	None	None	TIR Missed: No	0.10
Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000548528	Stephanie Sinju	Application	Error	Novell GroupWise	TIR Missed: No	0.62
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000548535	Kati Wheatley	None	None	None	TIR Missed: No	0.13
Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000548545	Joseph Gonzalez	None	None	None	TIR Missed: No	0.46
Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	1.54
INC000000548562	Leeann Robinson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000548564	Anisa Plastow	Application	Password	SAFE	TIR Missed: No	0.24
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000548567	Serena Hubert	Application	None	Microsoft Word	TIR Missed: No	0.51
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000548568	Nuchanaad Martin	Application	Error	SAFE	TIR Missed: No	0.36
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000548572	Anita Phillips	Mainframe	Password	BlueZone	TIR Missed: No	0.16
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000548579	Robert Gordon	Application	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	4.30
INC000000548599	Troy Mattinson	Network	Error	None	TIR Missed: No	0.81
Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	1.09

Human Services

INC000000548609	Zachary Duvall	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000548610	Deena Ott	None	None	None	TIR Missed: No	0.65
Application Services	Tony Larsen	Human Services		Low	Closed	TTR Missed: No	0.65

INC000000548611	Amy Whittle	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.05

INC000000548613	Anita Phillips	Application	Error	Content Manager	TIR Missed: No	0.71
ORS Content Manager	Les Roberts	Human Services		Low	Closed	TTR Missed: No	0.71

INC000000548629	Becky Wright	None	None	Internet Explorer	TIR Missed: No	0.55
Rural Central Desktop Support	Robert Case	Human Services		Low	Closed	TTR Missed: No	0.55

INC000000548631	Patricia Coburn	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000548633	Steve Wrigley	Application	Reporting	Novell GroupWise	TIR Missed: No	0.80
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.82

INC000000548661	Hollyjane Dixon	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000548680	Gwen Nelson	PC/Laptop	Error	None	TIR Missed: No	0.08
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.42

INC000000548718	Kathy Anderson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000548729	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.02

INC000000548753	Tracy Hart	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Closed	TTR Missed: No	0.01

INC000000548757	Emma Montoya	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000548765	Justina Flesher	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000548772	Lisa Bruno	None	None	None	TIR Missed: No	0.00
Application Services	Dustin Crump	Human Services		Low	Closed	TTR Missed: No	2.21

INC000000548798	Brian C Jones	None	None	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services		Low	Closed	TTR Missed: No	0.00

INC000000548823	Jamie John	None	None	Microsoft Excel	TIR Missed: No	0.00
Metro B Desktop Support	Sean Chadbourne	Human Services		Low	Closed	TTR Missed: No	5.80

Human Services

INC000000548829	Rick H Hansen	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed		TTR Missed:	No	0.01
INC000000548839	Nancy Perez	Network	None	None		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000548858	Heidi Trujillo	None	None	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000548867	Douglas Snapp	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000548868	Jeanine Taylor	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000548874	Jody Eby	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000548878	Kimia Prince	None	None	Utah Criminal Justice Informatio	TIR Missed:	No	0.14
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.23
INC000000548884	Laura Liddell	None	None	None		TIR Missed:	No	0.19
Metro B Desktop Support	Peter Musser	Human Services	Low	Closed		TTR Missed:	No	0.20
INC000000548896	Robert Jowett	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000548899	Josie Angerhofer	None	None	Symantec AntiVirus		TIR Missed:	Yes	2.06
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	2.06
INC000000548913	Lori Holmes	PC/Laptop	None	None		TIR Missed:	No	0.08
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved		TTR Missed:	No	0.72
INC000000548914	Cassandra Larsen	None	None	None		TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000548916	Patty Phillips	Application	Error	eFIND/eSHARE		TIR Missed:	No	0.60
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed:	No	1.38
INC000000548934	Mark Scott	None	None	Utah Criminal Justice Informatio	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed		TTR Missed:	No	0.00
INC000000548966	Jantz Afuvai	PC/Laptop	None	None		TIR Missed:	No	0.22
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed		TTR Missed:	No	0.25
INC000000548971	Stacey Boyd	PC/Laptop	Hardware	None		TIR Missed:	Yes	1.27
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed		TTR Missed:	No	1.27
INC000000548975	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed:	No	0.04

Human Services

INC000000548985	Marian Nielson	None	None	Echart		TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000548996	Tifany Baumann	Network	None	None		TIR Missed:	No	0.06
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed:	No	2.61
INC000000548997	Bonnie E Martineau	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000549001	Lori Orton	Application	None	None		TIR Missed:	No	0.62
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.87
INC000000549002	Rick Clements	Network	Error	None		TIR Missed:	No	0.96
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	2.22
INC000000549005	Laraine Sheen	Application	Reporting	SAFE		TIR Missed:	No	0.56
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.59
INC000000549019	Jennie Olson	Network	None	Internet Explorer		TIR Missed:	No	0.17
	Rural South Desktop Support	Lane Adams	Human Services	Low	Closed	TTR Missed:	No	0.18
INC000000549021	Kati Wheatley	None	None	None		TIR Missed:	No	0.24
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed:	No	1.29
INC000000549042	Jeffrey Chidester	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed:	No	0.29
INC000000549045	Brittany Slaughter	None	None	Microsoft Windows 7		TIR Missed:	No	0.14
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed:	No	0.31
INC000000549062	Justina Flesher	None	None	None		TIR Missed:	No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.58
INC000000549065	Bonnie Northrup	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed:	No	0.00
INC000000549067	Gloria Whitesides	None	None	None		TIR Missed:	Yes	1.13
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed:	No	1.13
INC000000549072	Judy Robertson	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	1.26
INC000000549073	Stacey Torres	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed:	No	0.07
INC000000549080	Nancy Gould	None	None	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed:	No	1.22
INC000000549084	Mareen Sorensen	Telecom	None	Telephone		TIR Missed:	No	0.14
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved	TTR Missed:	No	0.66

Human Services

INC000000549087	Nancy Alfaro	Application	Error	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000549091	Brent Perry	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549093	Jana Darling	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549096	Justina Flesher	None	None	None	TIR Missed: No	0.81
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	1.73
INC000000549100	Edith Martinez	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.03
INC000000549102	Patty Miller	None	None	Utah System for Tracking Eligibi	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000549115	Susan Mories	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000549119	tiari mccloud	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549122	John Macfarlane	Application	Error	Microsoft Excel	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549125	Jennifer Clark	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549129	Annette Orton	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549145	Paige Pryor	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000549146	Paige Pryor	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000549147	Paige Pryor	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000549159	Lamont Felt	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.08
INC000000549161	Melanie E. Davies	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000549170	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

Human Services

INC000000549179	Chris Metcalf	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.09
INC000000549181	Chris Metcalf	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.07
INC000000549183	Chris Metcalf	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.04
INC000000549185	Chris Metcalf	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.02
INC000000549189	Tamera Weis	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000549193	Rachel Beecher	Application	None	Adobe Connect		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed		TTR Missed: No	0.04
INC000000549200	Jody Eby	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.13
INC000000549217	Jorden Czech	Application	None	SAFE		TIR Missed: No	0.11
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed		TTR Missed: No	1.68
INC000000549223	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000549224	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000549225	Kehlie Gomez	None	None	Content Manager		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.73
INC000000549228	Tammy Nuttall	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000549231	Kathy Anderson	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000549232	Melissa Black	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000549233	Heidi Trujillo	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.65
INC000000549234	Stephen Phair	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed		TTR Missed: No	0.00
INC000000549235	Stephanie Hovat	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed		TTR Missed: No	0.64

Human Services

INC000000549274	Gene Ashdown	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549276	Mark Scott	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000549280	Mark Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549301	Charlene Wilde	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000549345	Kathy Wilcox	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000549366	Brandee Nuzman	Application	None	None	TIR Missed: No	0.02
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.29
INC000000549376	Susan Dalpiaz	EIS Hardware	Printer	None	TIR Missed: No	0.58
Strategic Communications	Dennis Rogers	Human Services	Low	Resolved	TTR Missed: Yes	8.41
INC000000549386	Shanna Stubbs	Application	None	State Payroll Time Entry System	TIR Missed: No	0.38
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000549387	Jilenne Gunther	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000549393	Brian Koralewski	Telecom	None	Telephone	TIR Missed: No	0.34
Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved	TTR Missed: No	1.01
INC000000549399	Rhonda Hill	Application	None	eFIND/eSHARE	TIR Missed: Yes	1.22
Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	1.33
INC000000549425	Gaye Bluemel	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000549427	Gaye Bluemel	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000549428	Gaye Bluemel	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000549431	Gaye Bluemel	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000549432	Gaye Bluemel	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000549434	Gaye Bluemel	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.15

Human Services

INC000000549436	Gaye Bluemel	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.14

INC000000549437	Gaye Bluemel	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19

INC000000549439	Gaye Bluemel	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.18

INC000000549440	Gaye Bluemel	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.19

INC000000549441	Gaye Bluemel	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.18

INC000000549443	Gaye Bluemel	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.18

INC000000549444	Dan Barrett	Application	Error	PGP		TIR Missed: No	0.17
Enterprise Security	Ken Wheeler	Human Services	Low	Closed	TTR Missed: No	0.17

INC000000549447	Gaye Bluemel	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.08

INC000000549456	Juan Hernandez	Application	Reporting	Utah Master Directory		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000549458	Sosie Bouchard	Application	Password	Utah Master Directory		TIR Missed: No	0.19
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.19

INC000000549461	Alease Guymon	Application	Password	None		TIR Missed: No	0.33
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.52

INC000000549479	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000549482	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: N/A	

INC000000549485	Jeff Harrop	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Closed	TTR Missed: No	0.00

INC000000549554	Janis Widdison	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000549574	kelly ingle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000549599	Judy Sanders	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000549600	Linda Boyd-Melancon	None	None	RSA SecurID Software Token	TIR Missed:	No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	1.62
INC000000549605	Janie Lopez	Application	Password	PGP	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549606	Lashawn Doster	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549608	Susan Clements	None	None	Microsoft Windows 7	TIR Missed:	Yes	1.36
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	1.36
INC000000549639	Kassie Hart	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.98
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	1.04
INC000000549651	Wendy Naylor	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.08
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000549653	Dan Barrett	None	None	None	TIR Missed:	Yes	17.83
	Enterprise Security	Ken Wheeler	Human Services	Low	Resolved	TTR Missed: Yes	17.83
INC000000549662	Jeff Kindall	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549674	Zachary Duvall	PC/Laptop	Error	None	TIR Missed:	No	0.65
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.15
INC000000549676	Veronna Jarvis	Network	Error	None	TIR Missed:	Yes	1.14
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.14
INC000000549677	Hannah Austin	Application	Password	State Payroll Time Entry System	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549680	Justina Flesher	Application	None	Novell GroupWise	TIR Missed:	No	0.53
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.61
INC000000549690	Angela Bleggi	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	4.59
INC000000549692	Jorden Czech	Application	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	4.60
INC000000549695	Lory Pond	Application	None	Symantec AntiVirus	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: Yes	6.10
INC000000549703	Lory Pond	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: Yes	6.01
INC000000549714	Paul Maynard	Network	Error	None	TIR Missed:	No	0.74
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.74

Human Services

INC000000549717	Judy Hafen	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.76
INC000000549724	Holly Freestone	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549727	Bonnie Halliday	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549728	Janie Lopez	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549747	Kerry Hansen	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549754	Beverly Hart	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	1.59
INC000000549761	Catherine Taylor	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000549765	Linda Boyd-Melancon	None	None	RSA SecurID Software Token	TIR Missed: No	0.24
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.68
INC000000549776	Kay Layton	Application	None	None	TIR Missed: No	0.20
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	1.30
INC000000549779	Daniel Musto	Application	Password	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549782	Roxanne Scoggan	Application	Error	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549783	Ming Wang	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000549815	Kenneth McGee	Application	Error	ZENworks for Desktops	TIR Missed: No	0.38
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000549832	Ivana Meandzija	None	None	Contract Approval Payment Sys	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000549840	Susan Eddy	None	None	DB2 Query Management Facility	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549849	Keith Brown	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000549855	Martin Roundy	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	0.58

Human Services

INC000000549862	Justina Flesher	Application	None	Novell GroupWise	TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000549864	Joann Murphy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549873	Josh Bateman	Application	Password	Utah Master Directory	TIR Missed: No	0.08
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000549876	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549882	Kathleen Fife	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549895	Linda Tripp	Application	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000549901	Maria Justice	None	None	eFIND/eSHARE	TIR Missed: No	0.14
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000549907	Maria Justice	Mainframe	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000549918	Lucy Aragon	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549926	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549929	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549943	Debbie Koew	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000549954	June Kohles	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000549971	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549983	Chris Wilkins	PC/Laptop	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549995	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000549998	Martin Roundy	Network	Error	None	TIR Missed: Yes	1.13
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	1.15

Human Services

INC000000549999	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550003	Colette Tasker	Application	Password	Citrix ICA Client	TIR Missed: No	0.41
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000550013	Ted Gerun	None	None	None	TIR Missed: No	0.82
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.82
INC000000550029	Ramon Jimenez	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550030	Jay Eldredge	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550031	Gerri Guthrie	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550035	Jody Rushton-Porter	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000550044	Ryan Johnston	None	None	Droid	TIR Missed: No	0.17
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000550045	Marcie A Johnson	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000550056	Cynthia Aposhian	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000550064	Jill Mcafee	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550067	Emily Gremillion	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000550071	Ryan Johnston	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000550076	Sheri DeVore	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550078	Judy M Halford	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000550086	Richard Adams	Telecom	Dial Tone	Telephone	TIR Missed: No	0.15
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000550088	Kenneth McGee	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.16

Human Services

INC000000550090	Kristy Barton	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services		Low	Resolved	TTR Missed: No	1.12

INC000000550094	Ashlee VanAllen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.09
Metro C Desktop Support	Troy Buchanan	Human Services		Low	Resolved	TTR Missed: No	0.58

| INC000000550096 | Sandra Sanduk | Mainframe | Error | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | 0.10 |

| INC000000550106 | Robert Jowett | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | 0.01 |

| INC000000550109 | Sarah Lake | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | 0.02 |

| INC000000550127 | Talia Egbert | Application | Error | None | TIR Missed: No | 0.55 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Resolved | TTR Missed: No | 1.67 |

| INC000000550140 | Linda Boyd-Melancon | None | None | RSA SecurID Software Token | TIR Missed: No | 0.20 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | 0.33 |

| INC000000550195 | Laureen Wilson | None | None | None | TIR Missed: No | 0.00 |
| Application Support | Justin Rasmussen | Human Services | | Low | Resolved | TTR Missed: No | 1.15 |

| INC000000550208 | Michael Ah You | None | None | None | TIR Missed: No | 0.00 |
| Application Support | Justin Rasmussen | Human Services | | Low | Resolved | TTR Missed: No | 1.14 |

| INC000000550266 | Sherrie Pendleton | None | None | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Metro B Desktop Support | Jay Locker | Human Services | | Low | Resolved | TTR Missed: No | 1.68 |

| INC000000550267 | Odell Erickson | Mobile Devices | Error | None | TIR Missed: No | 0.22 |
| Help Desk | Sarah Johnson | Human Services | | Low | Resolved | TTR Missed: No | 4.65 |

| INC000000550274 | Paul Anderson | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.07 |
| Metro B Desktop Support | Sean Chadbourne | Human Services | | Low | Resolved | TTR Missed: No | 1.42 |

| INC000000550281 | Patsy Hancock | PC/Laptop | Error | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Robert Case | Human Services | | Low | Resolved | TTR Missed: No | 2.35 |

| INC000000550286 | Darren Beal | Application | None | RSA SecurID Software Token | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | 0.09 |

| INC000000550310 | Heidi Little | None | None | None | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Resolved | TTR Missed: No | |

| INC000000550317 | Aimee Olson | Application | Error | ZENworks for Desktops | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jeremy Standifird | Human Services | | Low | Resolved | TTR Missed: No | 0.48 |

| INC000000550323 | Heidi Jones | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | | Low | Resolved | TTR Missed: No | 0.00 |

Human Services

INC000000550325	Mark Strebel	Network	Incident	Novell ConsoleOne	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550329	Xavier Tisdol	Network	Error	None	TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000550342	Cristy Davis	Application	None	Adobe Connect	TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000550351	Jolene Smith	Network	Error	None	TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000550368	Dennis Brooks	Network	Password	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000550403	Alden Carroll	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550404	Nicole Nielsen	Telecom	Call Management	Telephone	TIR Missed: No		0.14
	Voice/Data/WAN Services	Mitch Hood	Human Services	Low	Resolved	TTR Missed: No	1.60
INC000000550408	Mary Lou Warner	Telecom	Coverage Path	Telephone	TIR Missed: No		0.11
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.85
INC000000550416	John S Larsen	None	None	None	TIR Missed: No		0.62
	Rural Central Desktop Support	Robert Case	Human Services	High	Resolved	TTR Missed: No	1.24
INC000000550422	Jim Schwartz	None	None	None	TIR Missed: No		0.58
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.58
INC000000550425	Holly Martinez	Network	None	None	TIR Missed: Yes		1.17
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.17
INC000000550429	Susan Dalpiaz	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550435	Claudia McNamara	None	None	None	TIR Missed: No		0.47
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.49
INC000000550436	Bryan Povey	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550446	Keli Francis	Application	Error	DB2 Query Management Facility	TIR Missed: No		0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000550447	Troy Randall	Application	Password	Citrix ICA Client	TIR Missed: No		0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000550453	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000550460	Kristin Orgill	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550483	Heidi Mordoff	Application	Error	None	TIR Missed: No	0.23
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.81
INC000000550491	Talia Egbert	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550498	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550511	Richard Schade	Application	None	Utah Criminal Justice Informatio	TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000550513	Tina Myers	Application	Error	None	TIR Missed: No	0.87
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.22
INC000000550515	Rebekah Ramey	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550517	Lennie Knowlton	Mobile Devices	None	None	TIR Missed: No	0.75
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	0.87
INC000000550518	Melissa Brady	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.56
INC000000550520	Sherrie Pendleton	None	None	None	TIR Missed: No	0.45
	Application Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.68
INC000000550524	Shelly Olsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550527	Debra Briggs	Telecom	Hardware	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.26
INC000000550528	Traci Wilde	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550539	Kim Pinnegar	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550549	Curtis Lakey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550555	Susan Eddy	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550556	Tamie Hamblin	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000550566	Chris Wilkins	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.34
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.65
INC000000550571	Jamie Welch	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000550575	William S Jordan	PC/Laptop	Error	None	TIR Missed:	No	0.69
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed:	No	0.75
INC000000550577	Diane Maciel	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000550599	Rex Mecham	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000550602	Tristine Lytton	Application	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	0.03
INC000000550604	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000550605	Charri Brummer	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000550608	Troy Randall	Application	Error	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	0.03
INC000000550609	Karen Andersen	None	None	None	TIR Missed:	No	0.15
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed:	No	0.15
INC000000550618	Justina Flesher	Network	None	None	TIR Missed:	No	0.18
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	0.22
INC000000550620	Matthew Bezzant	PC/Laptop	Performance	None	TIR Missed:	Yes	1.07
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed:	No	1.09
INC000000550624	Pat Bates	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000550637	Patricia Runyan	Network	Error	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	0.11
INC000000550653	Kay Layton	None	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000550654	Deann Mason	Application	None	None	TIR Missed:	No	0.09
Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed:	No	3.31
INC000000550668	Tausoa Snead	None	None	None	TIR Missed:	Yes	1.14
ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed:	No	1.14

Human Services

INC000000550671	Judy M Halford	Application	None	Microsoft Word	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000550674	Justina Flesher	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.04
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000550689	Sione Moala	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550726	Keith Brown	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550727	Kathy Butt	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550729	Holly Freestone	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550731	Mavis Stevenson	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550734	Tamera Weis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000550739	LynNae T Pena	Application	Error	Utah Master Directory	TIR Missed: No	0.14
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000550745	Barbara Gallegos	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550748	Tyler D Black	PC/Laptop	None	None	TIR Missed: No	0.11
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000550750	Garth Andrus	Application	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550752	Melanie E. Davies	Mobile Devices	None	Droid	TIR Missed: No	0.50
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	2.52
INC000000550778	Teresa Trujillo	Application	None	None	TIR Missed: No	0.09
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000550779	Brandt Wilson	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000550786	Peggy Thacker	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000550807	Sherrin Weiss	PC/Laptop	Password	None	TIR Missed: No	0.22
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.29

Human Services

INC000000550810	Zinna Burks	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550814	Tia Clay	Application	None	Department of Public Safety Re	TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000550824	Joan Kesler	Telecom	Voice Mail	Telephone	TIR Missed: No	0.44
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.10
INC000000550838	Dixie Fausett	None	None	None	TIR Missed: No	0.95
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	0.95
INC000000550840	Donna Jordan	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000550859	Tiffany Quintana	None	None	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000550895	Craig S Webb	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed: Yes	2.24
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	2.24
INC000000550899	Kris Allen	None	None	Adobe Reader	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550953	Angela Bleggi	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	
INC000000550956	Nancy Gould	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	
INC000000550966	Amy Elmer	Application	Password	Novell eDirectory	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000550968	Kathie Thomas	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	High	Resolved	TTR Missed: No	0.00
INC000000550979	Beth Harrop	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: Yes	6.38
INC000000551010	Marina Sanchez	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000551014	Lynn Parkin	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551021	Lynn Parkin	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551028	Sherrie Pendleton	None	None	None	TIR Missed: No	0.47
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: Yes	6.85

Human Services

Incident	Reported By	Category	Type	Item	TIR/TTR Missed		Value
INC000000551029	Janet Kinder	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551031	Racheal Clements	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551034	Jarilyn Sterling	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551036	Robert Wimmer	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551039	Charles Wilson	PC/Laptop	None	None		TIR Missed: No	0.83
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	5.58
INC000000551054	Aremi Mikstas	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000551057	Dawn Hollingsworth	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.59
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.28
INC000000551067	Dan Barrett	None	None	None		TIR Missed: No	0.41
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000551070	Dan Barrett	None	None	None		TIR Missed: No	0.39
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000551078	Laura Allen	Application	Error	Microsoft Excel		TIR Missed: No	0.81
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: Yes	9.51
INC000000551084	Pauletta Worthen	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.35
	Voice/Data/WAN Services	T Artis	Human Services	Low	Resolved	TTR Missed: Yes	8.01
INC000000551091	Allen Randall	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000551101	Abigail Bodily	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000551102	Bart Mason	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000551103	Donovan Bergstrom	Network	None	None		TIR Missed: No	0.30
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.85
INC000000551106	Donovan Bergstrom	Mobile Devices	Error	Ipads		TIR Missed: No	0.84
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.84
INC000000551119	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02

Human Services

INC000000551133	Beth Harrop	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000551137	Penny Rice	Application	Error	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	0.03
INC000000551139	Matt Nelson	Application	Password	Employee Gateway	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000551143	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.52
INC000000551144	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.52
INC000000551145	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.51
INC000000551146	Kathleen Fife	Application	Error	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	0.02
INC000000551147	Ben Ukoh-Eke	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000551173	Ruth Wilson	PC/Laptop	None	None	TIR Missed:	No	0.08
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	0.81
INC000000551177	Ivana Meandzija	Network	Performance	None	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000551178	Danny Leung Wai	Network	Error	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	0.02
INC000000551197	Tracy Hart	Application	Error	None	TIR Missed:	No	0.87
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed:	No	0.89
INC000000551217	Leeann Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000551225	Dan Barrett	Application	None	DB2 Query Management Facility	TIR Missed:	Yes	1.56
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed:	No	4.75
INC000000551242	Heidi Hansen	None	None	None	TIR Missed:	No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed:	No	0.00
INC000000551264	Betty Anderson	PC/Laptop	Error	None	TIR Missed:	No	0.16
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed:	No	0.16
INC000000551276	Sekone Tapu	Network	None	None	TIR Missed:	No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed:	No	0.17

Human Services

| INC000000551289 | Lindsey Boyer | Application | None | SAFE | | TIR Missed: No | 0.12 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | 0.20 |

| INC000000551290 | Ray Winger | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.51 |
| Metro B Desktop Support | Stephanie Young | Human Services | | Low | Resolved | TTR Missed: No | 1.13 |

| INC000000551297 | Rick Platt | Mobile Devices | None | None | | TIR Missed: No | 0.21 |
| Application Services | Terry Forsgren | Human Services | | Low | Resolved | TTR Missed: No | 0.42 |

| INC000000551299 | Lindsey Call | Application | Error | Internet Explorer | | TIR Missed: No | 0.91 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | 1.32 |

| INC000000551301 | Kit Kounthong | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551302 | Sandra Sanduk | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551303 | Cheryl Schilling | None | None | None | | TIR Missed: No | 0.00 |
| Rural North Desktop Support | Ryan Casey | Human Services | | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551305 | Debora Wawro | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | 0.91 |

| INC000000551306 | Kris Rawle | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | 0.91 |

| INC000000551307 | Ben Ukoh-Eke | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | 1.08 |

| INC000000551308 | Kris Rawle | Network | Incident | Novell ConsoleOne | | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | 0.89 |

| INC000000551312 | Janis Widdison | Print/Copy/Scan/Fax | None | None | | TIR Missed: No | 0.04 |
| Rural North Desktop Support | Lori Hartzell | Human Services | | Low | Resolved | TTR Missed: No | 5.59 |

| INC000000551314 | Dawn Hollingsworth | Application | None | Utah Master Directory | | TIR Missed: No | 0.00 |
| Help Desk | Julie VanBeekum | Human Services | | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551317 | Dianne Warner-Kearney | Application | Error | None | | TIR Missed: No | 0.25 |
| Metro B Desktop Support | Tyler Pearce | Human Services | | Low | Resolved | TTR Missed: No | 0.73 |

| INC000000551319 | Lynn Parkin | Application | Password | Utah Criminal Justice Informatio | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000551335 | Desiree Steadman | Print/Copy/Scan/Fax | Incident | None | | TIR Missed: No | 0.44 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | | Low | Resolved | TTR Missed: No | 1.36 |

| INC000000551340 | Marci Brady | None | None | None | | TIR Missed: No | 0.20 |
| Metro B Desktop Support | Jay Locker | Human Services | | Low | Resolved | TTR Missed: No | 0.20 |

Human Services

INC000000551353	Andrea Jenkins	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551355	John Macfarlane	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551370	Robert Sawyer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551371	Kati Wheatley	EIS Hardware	Printer	None	TIR Missed: No	0.64
Strategic Communications		Luis Larios	Human Services	Low	Resolved	TTR Missed: No	3.25
INC000000551385	Kathryn Holt	Telecom	None	None	TIR Missed: No	0.40
Application Services		Bill Felt	Human Services	High	Resolved	TTR Missed: No	0.40
INC000000551403	Stacey Keyes	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural North Desktop Support		Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551406	Tiffany Quintana	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support		Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551411	Levi Veo	Telecom	None	None	TIR Missed: No	0.00
Voice Operations		Leon Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551474	Darrell Romney	None	None	None	TIR Missed: No	0.00
Application Support		Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551492	Matt Peterson	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551501	Sione Vailahi	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551530	James Ako	None	None	None	TIR Missed: No	0.00
Metro B Help Desk		Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551542	Fisi Moleni	None	None	None	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551552	Janis Widdison	None	None	None	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551562	Jeannine Strasburg	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000551563	Merilee Wendell	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551565	Robert Downing	Telecom	None	None	TIR Missed: No	0.00
Voice Operations		Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000551580	Robert Jowett	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Metro B Desktop Support	Jay Locker	Human Services		Low	Resolved	TTR Missed: No	0.01
INC000000551587	Robert Wimmer	Application	Password	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551596	Charity Burnside	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.29
Rural Central Desktop Support	Jeremy Standifird	Human Services		Low	Resolved	TTR Missed: No	0.33
INC000000551597	Jeffery Schofield	None	None	RSA SecurID Software Token	TIR Missed:	No	0.09
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.82
INC000000551611	Maciel Perea	Print/Copy/Scan/Fax	Queue	None	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551613	Dinah Weldon	PC/Laptop	Hardware	None	TIR Missed:	No	0.10
Metro B Desktop Support	Stephanie Young	Human Services		Low	Resolved	TTR Missed: No	0.61
INC000000551624	Sean Sasser	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551629	Kathy Katsilas	Application	Password	IPCC Express	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551631	Lloyd Lemon	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551633	Richard Cheever	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551635	Jacquie Poulsen	Application	Password	Citrix ICA Client	TIR Missed:	No	0.25
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.33
INC000000551659	Gerri Guthrie	None	None	Microsoft Office	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551666	Ryan Johnston	Application	Password	Novell GroupWise	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551667	Julia Kolovich	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551670	Linda Baggs	None	None	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551672	Kassie Hart	Network	Password	None	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551679	Kendall Johnson	Network	Incident	Novell ConsoleOne	TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00

Human Services

Incident	Name	Category	Type	Item	TIR/TTR Missed	Priority	Status	Values
INC000000551686	Sonia Christian	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No			0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.03
INC000000551694	Judy Alice Harrington	Application	Error	None	TIR Missed: No			0.54
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.87
INC000000551696	Kristy Bate	Telecom	Voice Mail	Telephone	TIR Missed: No			0.18
	Voice Operations	Gail Christiansen	Human Services		Low	Resolved	TTR Missed: No	0.18
INC000000551701	Kathie Thomas	Network	Performance	None	TIR Missed: No			0.50
	Rural Central Desktop Support	Robert Case	Human Services		High	Resolved	TTR Missed: No	1.33
INC000000551708	Beth Harrop	Network	Error	None	TIR Missed: No			0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.03
INC000000551712	Toby Vlaanderen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551713	Dinah Weldon	Application	None	None	TIR Missed: No			0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	1.64
INC000000551785	Josette Harding	Application	None	Novell GroupWise	TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551794	Donna Russell	Application	Error	Novell GroupWise	TIR Missed: No			0.25
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.35
INC000000551796	John Ortiz	PC/Laptop	None	None	TIR Missed: Yes			1.65
	Rural Central Desktop Support	Paul Petersen	Human Services		Low	Resolved	TTR Missed: No	1.65
INC000000551830	Shaunna Skidmore	Application	Error	Novell GroupWise	TIR Missed: No			0.00
	Rural North Desktop Support	Dane Smith	Human Services		Low	Resolved	TTR Missed: No	1.15
INC000000551843	Emilee Moon	Network	Performance	None	TIR Missed: No			0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551854	Cai White	Network	Error	None	TIR Missed: No			0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.06
INC000000551862	Salvador Mendez	Mobile Devices	None	Ipads	TIR Missed: No			0.07
	Metro B Desktop Support	Anthony Booyse	Human Services		Low	Resolved	TTR Missed: No	0.31
INC000000551868	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No			0.00
	Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551873	LynNae T Pena	None	None	None	TIR Missed: No			0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000551881	Kristie Gilson	Network	Password	None	TIR Missed: No			0.00
	Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000551887	Dania Huff	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551889	Ahmed Samatar	Network	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551900	Teresa Gray	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551906	Sandra Gleed	Application	None	eFIND/eSHARE		TIR Missed: No	0.33
	Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: No	2.96
INC000000551917	Kristen Soto	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000551924	Angie Romero	Application	Error	IPCC Express		TIR Missed: No	0.07
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000551926	Josette Harding	Application	None	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551928	Abraham Montalbo	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551931	Janene Parry	None	None	None		TIR Missed: No	0.10
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000551951	Garry Townsend	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000551959	Tom Medina	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551974	Michelle Burton	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000551981	Christine Hamontree	Application	None	Citrix ICA Client		TIR Missed: No	0.30
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000551991	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000551992	Angela Fleming	Network	None	None		TIR Missed: No	0.18
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000551993	Ben Ashcraft	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552011	Sylvia Stevenson	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04

Human Services

INC000000552020	Justina Flesher	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552026	Gerri Guthrie	Application	None	Microsoft Access	TIR Missed: No	0.05
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000552060	Kiersten Bushman	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552071	Josephine S Ishaya	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552072	Mary Smith	None	None	None	TIR Missed: No	0.00
Metro B Hosting	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552078	Tracy Cundick	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552100	Tristine Toyn	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552104	Leslie Arrington	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552111	Brandon Fisher	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552151	Justina Flesher	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552154	Tina Humphrey	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552165	Heber Tippetts	Application	None	SAFE	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552168	Colleen Cook	PC/Laptop	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000552172	Kim Pinnegar	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552178	Toni Davis	Application	Error	IPCC Express	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000552198	Kathie Lilenquist	Application	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000552209	Gloria Beagley	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000552221	Clark Staley	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.72
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.93
INC000000552225	Nickie Stocks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552227	Saori Phouthavongsay	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000552228	Tyler D Black	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.20
INC000000552245	Cameron Cline	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000552250	Matt Peterson	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000552254	Mary Burgener	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000552257	Kassie Hart	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552261	Rebel Smith	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000552262	Jennifer Hinton	Network	Performance	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552271	Kay Layton	PC/Laptop	Performance	None	TIR Missed: No	0.11
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000552272	Susannah Burt	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552288	Jessica Cameron	Network	Performance	None	TIR Missed: No	0.52
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000552289	Vanessa Knickerbocker	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552315	Julie Bingham	None	None	eFIND/eSHARE	TIR Missed: No	0.28
Technical Application Help Desk	Victoria Brush	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000552316	Joe Torres	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552333	Craig Corless	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000552335	Mary Burgener	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552342	Michael Blakey	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552343	Jared Bunnell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552347	Laurieann Thorpe	PC/Laptop	Performance	None	TIR Missed: No	0.41
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000552358	Shelly Park	Application	None	Content Manager	TIR Missed: No	0.08
	Enterprise Security	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	1.03
INC000000552371	Venice Hampton	Application	Password	Novell eDirectory	TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552373	Michael Blakey	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552390	Susan Eddy	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552394	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552404	Patrice Monson	Network	Error	None	TIR Missed: No	0.09
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	1.39
INC000000552409	Daniel Musto	Application	Reporting	Novell GroupWise	TIR Missed: No	0.44
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000552410	Georgeia Wood	None	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	2.09
INC000000552411	Rebecca Meredith	Application	Password	Utah Criminal Justice Information	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552413	Annette Perkins	Application	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000552416	Cathy Rueff	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552421	Aude Bermond Hamlet	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552424	Dawn Hollingsworth	Application	Password	Utah Master Directory	TIR Missed: No	0.12
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.12

Human Services

| INC000000552433 | Denys Fedotov | PC/Laptop | Performance | None | TIR Missed: No | 0.06 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 0.71 |

| INC000000552434 | Shirley Bleazard | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552452 | Dan Barrett | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.18 |
| | Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.25 |

| INC000000552453 | Brian Koralewski | Application | Password | PGP | TIR Missed: No | 0.11 |
| | Rural Central Desktop Support | Paul Petersen | Human Services | Low | Resolved | TTR Missed: No | 1.67 |

| INC000000552456 | Scott Abeyta | Application | Error | Adobe Reader | TIR Missed: No | 0.27 |
| | Metro B Desktop Support | Annice Valdez | Human Services | Low | Resolved | TTR Missed: No | 0.33 |

| INC000000552464 | Tammy Knight | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552467 | Rick H Hansen | None | None | Internet Explorer | TIR Missed: No | 0.16 |
| | Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 0.16 |

| INC000000552468 | Dixie Wiggins | Network | Error | None | TIR Missed: Yes | 2.35 |
| | Rural South Desktop Support | Ryan Bennett | Human Services | Low | Resolved | TTR Missed: No | 2.35 |

| INC000000552476 | Kris Shaw | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.63 |
| | Metro A Desktop Support | Mike Beynon | Human Services | Low | Resolved | TTR Missed: No | 0.63 |

| INC000000552478 | Monica Hernandez | None | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552480 | Chad Midgley | Network | Error | None | TIR Missed: No | 0.00 |
| | Enterprise Security | Sharon Smith | Human Services | Low | Resolved | TTR Missed: No | 5.50 |

| INC000000552487 | Debbie Stevens | None | None | BlueZone | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Ruston McKay | Human Services | Low | Resolved | TTR Missed: No | 1.46 |

| INC000000552514 | Lisa Ortega | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552515 | Vicky Westmoreland | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552516 | Stacie Pohahau | Application | Password | DB2 Query Management Facility | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000552533 | Dan Barrett | None | None | None | TIR Missed: No | 0.25 |
| | Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.39 |

| INC000000552538 | Judy Hafen | None | None | Utah Criminal Justice Information | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

Human Services

INC000000552553	Ronson Kofutua	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000552554	Mary Ann Peterson	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.91
INC000000552567	Dawn Hollingsworth	Application	Password	Utah Master Directory		TIR Missed: No	0.23
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000552569	Blanca Loya	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552573	Steven Parker	Application	Password	PGP		TIR Missed: No	0.33
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000552576	Megan Gatlin	Network	Performance	None		TIR Missed: No	0.29
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000552579	Janet Kinder	Application	None	Adobe Acrobat		TIR Missed: No	0.32
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.64
INC000000552582	Ardella Peterson	Telecom	Dial Tone	Telephone		TIR Missed: No	0.80
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Medium	Resolved	TTR Missed: No	0.80
INC000000552585	Natalie Sheppard	Application	Password	Citrix ICA Client		TIR Missed: No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000552588	Morgan H Hurst	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552590	Ginger L Belone	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552599	Scott Jacobson	Application	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552605	Mechel Gibbs	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.38
INC000000552607	Bonnie Northrup	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000552623	annette monson	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.58
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	1.88
INC000000552640	Lee Manley	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000552656	Nancy Hurst	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.21
	Capitol Hosting	Curtis Parker	Human Services	Low	Resolved	TTR Missed: No	1.57

Human Services

INC000000552666	Linda Prince	None	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552672	Julia Kolovich	Application	Error	None		TIR Missed: No	0.13
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	1.11
INC000000552676	Amanda Alkema	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.14
Metro B Desktop Support	Stephanie Young	Human Services		Low	Resolved	TTR Missed: No	0.14
INC000000552680	Richard Schade	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552684	Sandra Gustaveson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
Metro A Desktop Support	Mike Beynon	Human Services		Low	Resolved	TTR Missed: No	0.11
INC000000552708	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552709	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552716	Janet Kinder	Application	None	Adobe Acrobat		TIR Missed: No	0.72
Rural South Desktop Support	Lane Adams	Human Services		Low	Resolved	TTR Missed: No	0.72
INC000000552735	Laura Carlson	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552751	John Oliver	Network	Performance	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552755	Destri Killpack	None	None	Citrix ICA Client		TIR Missed: No	0.10
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.14
INC000000552757	Georgeia Wood	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552776	Lee Manley	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	
INC000000552792	Devin Edwards	Application	Password	Utah Master Directory		TIR Missed: No	0.64
Help Desk	Julie VanBeekum	Human Services		Low	Resolved	TTR Missed: No	0.64
INC000000552794	Jason Heideman	Application	Password	Citrix ICA Client		TIR Missed: No	0.55
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	2.77
INC000000552796	Eliza Wochnik	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552807	Kris Wisdom	PC/Laptop	None	None		TIR Missed: No	0.19
Rural Central Desktop Support	Robert Case	Human Services		Low	Resolved	TTR Missed: No	0.19

Human Services

INC000000552812	Louis Duke	Mobile Devices	None	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552813	Brian D Nelson	Application	None	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Medium	Resolved	TTR Missed: No	0.00
INC000000552816	Don Noseworthy	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552884	Dan Brennan	Mobile Devices	None	Droid		TIR Missed: No	0.00
Application Services	Dustin Crump	Human Services		Low	Resolved	TTR Missed: No	0.47
INC000000552902	Shelly Park	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552906	Ellen A Ferolie	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552907	Dawn Hollingsworth	Application	Reporting	PGP		TIR Missed: No	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.05
INC000000552909	Dawn Hollingsworth	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.07
INC000000552941	Jim Boyd	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.11
INC000000552959	Julie Williams	Application	Error	Office of Recovery Services Info	TIR Missed: No	0.21
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.42
INC000000552963	Debbie Stark	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.07
INC000000552969	Laura Johnson	PC/Laptop	None	None		TIR Missed: No	0.20
Metro B Desktop Support	Annice Valdez	Human Services		Low	Resolved	TTR Missed: No	1.07
INC000000552982	Vicky Westmoreland	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000552993	Amber Poll	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.14
INC000000552995	Sharon Thornblad	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000553001	Brian Koralewski	Application	Password	Utah Master Directory		TIR Missed: No	0.15
Help Desk	Vicky Marrelli	Human Services		Low	Resolved	TTR Missed: No	0.23
INC000000553021	Justin Robb	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services		Low	Resolved	TTR Missed: No	0.00

Human Services

INC	Name	Type	Category	Item	TIR Missed		Value
INC000000553025	Ruth Wilson	Application	Password	Novell GroupWise	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553034	Scott Abeyta	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553038	Steve Hillabrant	None	None	None	TIR Missed: No		0.27
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.82
INC000000553044	Amber Poll	Application	Password	Citrix ICA Client	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553045	Brianna Jones	None	None	None	TIR Missed: No		0.00
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	1.37
INC000000553051	Mardee Schoenfeld	None	None	DB2 for Windows	TIR Missed: No		0.16
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000553052	Audrena Merrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553059	Erma Hawker	Application	None	Citrix ICA Client	TIR Missed: No		0.35
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.53
INC000000553065	Sharee Small	PC/Laptop	Performance	None	TIR Missed: No		0.28
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000553068	Rick H Hansen	None	None	IPCC Express	TIR Missed: No		0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	2.17
INC000000553069	Cynthia Akins	None	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553073	Josephine Ishaya	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553076	Jan Fryer	None	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553078	Troy Bouchard	Network	Error	None	TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000553084	Justina Flesher	None	None	None	TIR Missed: No		0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.13
INC000000553090	Justina Flesher	None	None	None	TIR Missed: No		0.36
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.69
INC000000553092	A Sue Taylor	Application	None	None	TIR Missed: No		0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02

Human Services

INC000000553099	Justina Flesher	None	None	None	TIR Missed: No	0.43
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.89
INC000000553102	Keri Allen	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.63
INC000000553106	Justina Flesher	None	None	None	TIR Missed: No	0.35
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.80
INC000000553112	Kellie Byars	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.54
INC000000553114	Kay Layton	None	None	None	TIR Missed: No	0.09
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000553118	Patricia Solt	Application	None	Citrix ICA Client	TIR Missed: No	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000553119	Krystal Lyman	Application	Reporting	Novell GroupWise	TIR Missed: No	0.20
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000553121	Scott Abeyta	Mainframe	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000553132	Mary Hoffman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553133	Trisha Reynolds	Application	Password	Citrix ICA Client	TIR Missed: No	0.18
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000553138	Ray Winger	Network	Incident	None	TIR Missed: No	0.36
Metro B Hosting	James Gramse	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000553152	Holly Freestone	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553155	Melissa Baide	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553157	Charri Brummer	PC/Laptop	Error	None	TIR Missed: No	0.68
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: Yes	6.30
INC000000553161	Shauna Hair	Application	Password	Content Manager	TIR Missed: Yes	1.57
ORS Case Imaging	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No	1.57
INC000000553173	Melissa Foulger	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000553175	Cynthia Gardner	Application	Error	Microsoft Word	TIR Missed: No	0.23
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.16

Human Services

INC000000553182	Lori Orton	Network	None	None	TIR Missed: No	0.42
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.49
INC000000553190	Toni Davis	Application	Password	Utah Criminal Justice Informatic	TIR Missed: No	0.16
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000553191	Michelle Moss	Network	None	None	TIR Missed: No	0.19
Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.40
INC000000553193	Liesa Corbridge	Network	None	None	TIR Missed: No	0.15
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	2.18
INC000000553206	Michael E Lopez	Application	None	Utah Master Directory	TIR Missed: No	0.58
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.77
INC000000553211	Denise Anderson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553224	Dawn Hollingsworth	PC/Laptop	None	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553232	Dan Barrett	None	None	None	TIR Missed: No	0.39
Strategic Communications	Luis Larios	Human Services	Low	Resolved	TTR Missed: Yes	6.57
INC000000553250	Christopher Clayton	Application	Reporting	Action Request System	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553256	Dorie Farah	None	None	None	TIR Missed: Yes	1.27
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	1.27
INC000000553259	Dorie Farah	None	None	None	TIR Missed: No	0.24
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000553280	Arnell Wamsley	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.06
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000553284	Jenna Leishman	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000553285	Cameron Cline	Application	Error	Office of Recovery Services Infc	TIR Missed: No	0.19
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000553291	Jennifer F Atwood	Application	None	None	TIR Missed: No	0.00
Capitol Hosting	Kyle Burkhardt	Human Services	Low	Resolved	TTR Missed: No	
INC000000553294	Carlos Sylvanstoke	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553296	Justina Flesher	None	None	None	TIR Missed: No	0.11
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.11

Human Services

INC000000553321	Amy Relf	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000553322	Tina Lloyd	Application	Error	Gmail		TIR Missed: No	0.55
Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	0.99
INC000000553324	Maria Mulitalo	Application	None	None		TIR Missed: No	0.11
Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	3.03
INC000000553336	Emily Maxfield	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553346	Stephanie Martinez	Application	None	None		TIR Missed: No	0.12
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.89
INC000000553352	Justina Flesher	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553363	Linda Baggs	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553366	Patricia Hurley	Telecom	Hardware	Telephone		TIR Missed: No	0.36
Voice/Data/WAN Services	Mike Johnson	Human Services	Low	Resolved	TTR Missed: No	1.14
INC000000553384	Susan Hendy	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553391	Chad Midgley	None	None	None		TIR Missed: No	0.10
Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.44
INC000000553396	Kati Wheatley	Application	Password	None		TIR Missed: No	0.04
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000553398	Sione Moala	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553407	Jody Eby	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553408	Wendy Thompson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553432	Aubrey Atkinson	PC/Laptop	Error	None		TIR Missed: No	0.45
Metro C Desktop Support	Ken Knobel	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000553433	Paul Schaaf	None	None	SAFE		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000553436	Eliana Downing	Application	None	SAFE		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	

Human Services

INC000000553437	Judy Robertson	Application	None	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.59
INC000000553447	Jody Sargent	Application	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000553459	Judy Hammer	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553480	Katrina Blanco	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000553490	Abraham Montalbo	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553508	Lilian Carroll	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553569	Kristie Gilson	Application	Error	Novell Messenger		TIR Missed: No	0.19
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.51
INC000000553570	Ryan Westbroek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553577	Karma J Belcher	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553578	Maria Justice	Application	Error	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000553579	Chris Morton	Application	Error	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000553583	delma sorsen	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553592	Chris Morton	None	None	RSA SecurID Software Token		TIR Missed: No	0.17
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000553593	Jacque Illguth	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553604	Tanya Albornoz	Mobile Devices	Error	Droid		TIR Missed: No	0.09
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000553624	Ryan Westbroek	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000553627	Barbara Ruff	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.12

Human Services

INC000000553642	Justina Flesher	Network	None	None	TIR Missed: No	0.99
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	1.02
INC000000553644	Tracie Carmichael	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553649	Kris Allen	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000553650	Patty Phillips	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553656	Jill Rainey	Network	None	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000553657	Spencer Hall	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.02
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000553659	Chuck Berglund	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	
INC000000553673	Janis Hurst	Storage	None	None	TIR Missed: No	0.14
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000553677	Brandi Peterson	Application	Error	Citrix ICA Client	TIR Missed: No	0.14
Application Services	Terry Forsgren	Human Services	Low	Resolved	TTR Missed: No	4.31
INC000000553693	Rachel Edwards	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.73
INC000000553699	Jeanne Godfrey	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000553707	Mike Hebdon	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000553712	Kyla Openshaw	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000553715	Justina Flesher	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553716	Justina Flesher	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553718	Justina Flesher	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553737	Kevin Anderson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000553763	Arlene Thomason	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553782	Linda Boyd-Melancon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553787	Erma Hawker	Application	None	PGP	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553813	Zeljka Borro	None	None	None	TIR Missed: No	0.07
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000553833	Pauletta Worthen	Application	None	Internet Explorer	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553835	Joe Torres	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553838	Elizabeth Adair	Network	Performance	None	TIR Missed: No	0.39
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.84
INC000000553844	Dayna Martinsen	None	None	Microsoft Windows 7	TIR Missed: Yes	2.06
Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	2.06
INC000000553897	Rashelle Butcher	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553919	Lori Orton	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553932	Linda Wininger	Application	Password	Citrix ICA Client	TIR Missed: No	0.68
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.68
INC000000553939	Stacey collins	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553940	Lori Orton	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553944	Rick Platt	Mobile Devices	None	None	TIR Missed: No	0.16
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000553947	Deann Taylor	Application	None	Citrix ICA Client	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000553969	Carol Reiber	None	None	None	TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554000	Rick Birrell	None	None	Utah System for Tracking Eligibi	TIR Missed: No	0.00
Capitol Hosting	Danny Black	Human Services	Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000554024	Amanda Markarian	None	None	None	TIR Missed:	Yes	2.90
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	2.93
INC000000554052	Alan Decker	None	None	None	TIR Missed:	No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554093	Marilee Greenland	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.05
INC000000554106	Leticia Dardon	Application	Password	PGP	TIR Missed:	No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000554121	Stacey Torres	Application	None	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554127	Lisa Bruno	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554129	Marco Merrill	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554130	Lori Orton	None	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554133	Kimberly Saxton	Telecom	Dial Tone	Telephone	TIR Missed:	No	0.00
	Voice Operations	Gail Christiansen	Human Services	Medium	Resolved	TTR Missed: No	0.00
INC000000554135	Delayne Heinhold	Application	None	Novell GroupWise	TIR Missed:	Yes	0.11
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	0.54
INC000000554152	Kathy Maxfield	Application	Password	DB2 Query Management Facility	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554155	Annette Bateman	Application	None	None	TIR Missed:	No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554178	Corinne Harryman	Application	Error	RSA SecurID Software Token	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000554179	Vanessa Knickerbocker	Network	Password	None	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554182	Chris Morton	None	None	RSA SecurID Software Token	TIR Missed:	No	0.79
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	4.24
INC000000554192	Trent Kowallis	Application	SSL Certificate	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000554212	Deann Taylor	Network	Error	None	TIR Missed:	No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.03

Human Services

| INC000000554235 | Lisa Bruno | Application | None | Microsoft Word | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.04 |

| INC000000554240 | Rich Sallstrom | Network | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.02 |

| INC000000554252 | Mario Ramos | Application | None | None | TIR Missed: No | 0.27 |
| Metro B Desktop Support | Peter Musser | Human Services | Low | Resolved | TTR Missed: No | 0.30 |

| INC000000554272 | Melissa Baide | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000554286 | Jackie Languet | PC/Laptop | None | None | TIR Missed: No | 0.08 |
| Metro B Desktop Support | Jay Locker | Human Services | Low | Resolved | TTR Missed: No | 0.08 |

| INC000000554289 | Laadan Gharagozloo | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.22 |
| Voice Operations | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 1.18 |

| INC000000554296 | Marco Merrill | Application | Error | PGP | TIR Missed: No | 0.46 |
| Metro B Desktop Support | Peter Musser | Human Services | Low | Resolved | TTR Missed: No | 1.12 |

| INC000000554299 | LaDawn Teuscher | Network | None | None | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000554302 | Diane Carney | Application | None | Citrix ICA Client | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.02 |

| INC000000554312 | Melissa Moss | Application | Password | Citrix ICA Client | TIR Missed: No | 0.08 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.10 |

| INC000000554318 | Christopher Woods | Application | Password | Citrix ICA Client | TIR Missed: No | 0.05 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.07 |

| INC000000554322 | Jose Solorzano | None | None | State Payroll Time Entry System | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.08 |

| INC000000554325 | Karen Randall | Print/Copy/Scan/Fax | Queue | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000554349 | Cynthia Akins | None | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | Jessica Purcell | Human Services | Low | Resolved | TTR Missed: No | |

| INC000000554354 | annie hudson | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000554388 | Jordan Jenkins | Mainframe | Password | BlueZone | TIR Missed: No | 0.00 |
| Metro C Help Desk | Reed Stohel | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000554389 | brianne blanchard | None | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

Human Services

INC000000554393	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554396	Barbara Holstein	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.02
INC000000554408	Mindy Hull	EIS Hardware	None	None		TIR Missed: No	0.16
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Resolved	TTR Missed: No	4.15
INC000000554431	Jackie Nelson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.18
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.28
INC000000554461	Karma J Belcher	Application	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.05
INC000000554462	Patrice Dozier	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554480	Destry Maycock	Network	Password	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554481	Matt Watkins	Application	None	SAFE		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.02
INC000000554487	Thomas Obray	None	None	PGP		TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Human Services		Low	Resolved	TTR Missed: No	0.76
INC000000554497	Jamie John	Application	Error	Citrix ICA Client		TIR Missed: No	0.45
Application Services	Terry Forsgren	Human Services		Low	Resolved	TTR Missed: No	1.69
INC000000554502	Anna Owen	Network	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.02
INC000000554514	Matthew Hadley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.08
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.13
INC000000554532	Carol Powell	None	None	None		TIR Missed: No	0.11
Metro B Desktop Support	Jay Locker	Human Services		Low	Resolved	TTR Missed: No	0.11
INC000000554569	Heidi Trujillo	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554570	Robbie Adams	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.05
INC000000554579	Catherine Worthington	Application	None	DB2 Query Management Facilit	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.02
INC000000554584	Traci Wilde	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00

Human Services

INC000000554615	Sharon Turner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk		Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000554620	Kris Shaw	Network	Error	None	TIR Missed: No	0.13
Help Desk		Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.13

| INC000000554628 | Nuchanaad Martin | None | None | SAFE | TIR Missed: No | 0.11 |
| Metro C Desktop Support | | Ken Knobel | Human Services | Low | Resolved | TTR Missed: No | 0.11 |

| INC000000554632 | Susan Burnett | Application | None | RSA SecurID Software Token | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Val Shepherd | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000554635 | Heber Tippetts | None | None | PGP | TIR Missed: No | 0.19 |
| Metro A Desktop Support | | Mike Beynon | Human Services | Low | Resolved | TTR Missed: No | 0.19 |

| INC000000554636 | Jim Gould | Application | Password | Citrix ICA Client | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Gary Graham | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000554639 | Ronald F Jacobson | None | None | RSA SecurID Software Token | TIR Missed: No | 0.24 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.34 |

| INC000000554642 | Vern Greenhalgh | None | None | None | TIR Missed: No | 0.22 |
| Voice Operations | | Gail Christiansen | Human Services | Low | Resolved | TTR Missed: No | 0.22 |

| INC000000554649 | Bret Hardy | PC/Laptop | None | None | TIR Missed: No | 0.46 |
| Rural Central Desktop Support | | John Donaldson | Human Services | Low | Resolved | TTR Missed: No | 0.46 |

| INC000000554657 | Candy Price | Telecom | Voice Mail | Telephone | TIR Missed: No | 0.06 |
| Voice Operations | | Romanza Hamblin Sorensen | Human Services | Low | Resolved | TTR Missed: No | 0.06 |

| INC000000554660 | Gina Rasmussen | Application | Password | None | TIR Missed: No | 0.00 |
| Help Desk | | Vicky Marrelli | Human Services | Low | Resolved | TTR Missed: No | 0.00 |

| INC000000554662 | Jenell Effinger | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.00 |
| Rural Central Desktop Support | | Robert Case | Human Services | Low | Resolved | TTR Missed: No | 3.90 |

| INC000000554663 | Lindy Snell | PC/Laptop | Hardware | SAFE | TIR Missed: No | 0.42 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 1.40 |

| INC000000554665 | Lindy Snell | Mobile Devices | Error | Droid | TIR Missed: No | 0.40 |
| Application Services | | Dustin Crump | Human Services | Low | Resolved | TTR Missed: No | 0.93 |

| INC000000554667 | Anna Owen | Network | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.02 |

| INC000000554698 | Amber Schiffman | PC/Laptop | Performance | None | TIR Missed: No | 0.00 |
| Metro B Desktop Support | | Austin Farey | Human Services | Low | Resolved | TTR Missed: No | 0.04 |

| INC000000554729 | Thomas Obray | Network | None | None | TIR Missed: No | 0.00 |
| Metro B Help Desk | | Janet Hongsyvilay | Human Services | Low | Resolved | TTR Missed: No | 0.04 |

Human Services

INC000000554737	Thomas Obray	Network	None	PGP		TIR Missed: No	0.38
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.43

INC000000554746	Lindy Snell	PC/Laptop	None	None		TIR Missed: No	0.21
Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved		TTR Missed: No	0.21

INC000000554755	Tom Medina	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00

INC000000554756	Elizabeth Purdy	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.00

INC000000554765	Jeanne Godfrey	Telecom	None	Telephone		TIR Missed: No	0.21
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved		TTR Missed: No	0.59

INC000000554772	Curtis Giles	None	None	None		TIR Missed: No	0.05
Application Services	Dustin Crump	Human Services	Low	Resolved		TTR Missed: No	0.09

INC000000554773	Curtis Giles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000554783	Jana Gierisch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

INC000000554798	Joseph Gable	Application	Password	Utah Master Directory		TIR Missed: No	0.40
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	0.57

INC000000554805	Arlene Thomason	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved		TTR Missed: No	0.00

INC000000554808	Alii Alo	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved		TTR Missed: No	0.00

INC000000554815	Eric Pedersen	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Human Services	Low	Resolved		TTR Missed: No	0.00

INC000000554850	Eric Pedersen	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00

INC000000554854	Eric Pedersen	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.03

INC000000554865	Verlyn Pindell	None	None	None		TIR Missed: No	0.00
Metro B Hosting	Paul Seager	Human Services	Low	Resolved		TTR Missed: No	0.00

INC000000554896	Barry Richards	Network	Incident	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00

INC000000554900	Chris Morton	Application	None	Employee Gateway		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00

Human Services

INC000000554907	James Piper	Application	Error	PGP		TIR Missed: No	0.53
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.53
INC000000554915	Stacey Boyd	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554916	Charlene Wilde	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554919	Rachel Edwards	Application	None	PGP		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554920	Steven Sullivan	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554923	Eric Pedersen	Telecom	None	None		TIR Missed: No	0.00
Voice Operations	Kelly Johnson	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554925	Kimi endter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554928	Lisa Bruno	Telecom	Call Management	Telephone		TIR Missed: No	0.74
Voice Operations	Romanza Hamblin Sorensen	Human Services		Low	Resolved	TTR Missed: No	1.08
INC000000554954	Gordon Gunn	PC/Laptop	Virus	None		TIR Missed: No	0.15
Rural South Desktop Support	Scott Jesienouski	Human Services		Low	Resolved	TTR Missed: No	0.15
INC000000554970	Jody Eby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services		Low	Resolved	TTR Missed: No	0.00
INC000000554981	Jennifer M Peterson	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services		Low	Resolved	TTR Missed: No	0.02
INC000000554988	Kris Rawle	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.42
INC000000554989	Kristina Gerlach	Network	None	None		TIR Missed: No	0.10
Rural North Desktop Support	Lori Hartzell	Human Services		Low	Resolved	TTR Missed: No	0.28
INC000000554991	Kristin Bell	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.67
INC000000554992	Callie Gallacher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.98
INC000000554993	Gilbert Hodges	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	1.24
INC000000554997	Barry Richards	None	None	None		TIR Missed: No	0.33
Metro B Help Desk	Val Shepherd	Human Services		Low	Resolved	TTR Missed: No	0.63

Human Services

INC	Name	Category	Type	Item	TIR Missed		Value
INC000000555004	Shenille Stewart	Network	Error	None	TIR Missed: No		0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.03
INC000000555009	Bryan Povey	Mobile Devices	None	Droid	TIR Missed: No		0.15
Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No		0.61
INC000000555019	Lori Jones	Application	None	SAFE	TIR Missed: No		0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.51
INC000000555032	Scott Campbell	Application	Reporting	Novell Messenger	TIR Missed: No		0.18
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.20
INC000000555052	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000555055	Mardee Schoenfeld	PC/Laptop	Password	None	TIR Missed: No		0.29
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.40
INC000000555064	Erin H Stephens	Application	Password	None	TIR Missed: No		0.30
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.63
INC000000555068	Justina Flesher	None	None	None	TIR Missed: No		0.04
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No		0.04
INC000000555071	Shirlene McCairns	None	None	None	TIR Missed: No		0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000555078	Judy Hafen	None	None	None	TIR Missed: Yes		1.38
ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: No		1.38
INC000000555084	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.03
INC000000555096	Karma J Belcher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000555123	Georgeia Wood	Application	None	None	TIR Missed: No		0.24
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No		0.26
INC000000555126	Kathy Wilcox	None	None	Citrix ICA Client	TIR Missed: No		0.18
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No		0.36
INC000000555167	Ken Ransom	Application	Password	DB2 Query Management Facility	TIR Missed: No		0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No		0.00
INC000000555168	Sierra Butler	None	None	None	TIR Missed: No		0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No		0.02
INC000000555170	Debora Wawro	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No		0.00

Human Services

INC000000555179	Alisi Brunt	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved		TTR Missed: No	0.14
INC000000555184	Andres Cortes	None	None	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.03
INC000000555209	Judy Hafen	Application	None	PGP		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.03
INC000000555218	Salvador Mendez	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000555227	Dave Snowball	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000555232	Ardella Peterson	Application	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000555246	Chris Morton	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved		TTR Missed: No	0.20
INC000000555269	Alisa VonRiotte	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000555286	Natalie Sheppard	Application	None	SAFE		TIR Missed: No	0.20
Application Services	Terry Forsgren	Human Services	Low	Resolved		TTR Missed: No	1.14
INC000000555303	Alisha Martinez	Network	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.02
INC000000555329	Robert Wimmer	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.04
INC000000555332	Murray Adam Lepien	Application	Password	Employee Gateway		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Resolved		TTR Missed: No	3.35
INC000000555346	Gaye A Holt	Application	Error	PGP		TIR Missed: No	0.17
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.18
INC000000555349	Rebecca Collier	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.05
INC000000555372	Roxanna Carleton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved		TTR Missed: No	0.00
INC000000555373	Joseph Gonzalez	Application	None	None		TIR Missed: No	0.08
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.13
INC000000555375	Chris Morton	Mainframe	Error	None		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved		TTR Missed: No	0.03

Human Services

INC000000555395	Lucas Dalton	Application	None	SAFE		TIR Missed: No	0.03
Metro B Help Desk	Janet Hongsyvilay	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000555402	Jackie Jackson	Application	None	None		TIR Missed: No	0.10
Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000555416	Desree Swank	None	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000555468	Judy Maynard	None	None	ZENworks for Desktops		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000555472	Amy N Hall	Telecom	None	None		TIR Missed: No	0.13
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000555479	Lizbeth Velazquez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000555504	Jacque Illguth	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Human Services	Low	Resolved	TTR Missed: No	0.00